

SCHOOL REPAIR AND MAINTENANCE HANDBOOK

Questions, Answers and Procedures



Prepared by:

Department of Accounting and General Services
Central Services Division

Department of Education
Division of Administrative Services
Facilities and Support Services Branch

10/01

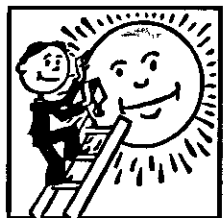


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Executive Summary

School Repair and Maintenance Handbook

Through a series of brief narratives, this handbook will provide the user with an understanding about school repairs. Outlined are ways to obtain services for:

- Emergency Repairs
- Minor Repairs
- Major Repairs
- Furniture Replacement
- Refuse Pickup
- Contractual Maintenance of Mechanical System
- Community Projects
- Tree Trimming

It is important for each school to follow established procedure. Although every repair seems like an emergency, the indiscriminate call-in of emergency repairs translates to added time, energy and expense. This also takes away from needed repairs at another schools. The handbook will cover the correct way to request emergency repairs.

DAGS completes over 15,000 minor repairs annually and accomplishes \$8 million worth of major repairs with its trade staff. Although, there are about 40 schools per district, there are only 20 trade positions to service each district! Therefore, good planning is critical. Walk your campus and become familiar with its requirements. Take the time to identify and report repairs, prior to scheduled visits by DAGS-trade crews.

Each fall, we will meet with schools statewide to prioritize major repairs. Given that many administrators do not have the time or knowledge to evaluate major repairs, DAGS has developed a planned approach, which automatically identifies replacement period for many major repairs, e.g., reroofing, painting and resurfacing.

Contractual services such as refuse pickup, air conditioning and elevator maintenance are administered by DAGS. Service is provided on a predetermined schedule. If an emergency arises, please call the DAGS Central Services Office on your island for immediate assistance.

Innovation and Commitment School Repair and Maintenance

The severe downturn in the State's economy during the mid-1990's required a proactive response. Our actions and vision are outlined as follows:

A. Coping with Change

1. Change of working hours

For Oahu, and as needed for the neighbor islands, the working hours of trade staff have been changed from a 6:55 a.m. to 9:30 a.m. start. Through this action, many larger repairs are completed after school hours. The workday concludes at 6.00 p.m.

2. Switching emphasis from minor to major repairs

DAGS trade staff have done less minor repairs such as fixing broken louver hardware, spot painting, and repairing of difficult to close doors. Instead, emphasis has been shifted to accomplishing large projects that immediately impact a school's appearance or its structure. Projects include the renovation of entire classrooms/restrooms and complete repainting of building exteriors.

3. Customer satisfaction survey

In order to gauge the impact of work on Oahu, a customer satisfaction survey is left at the end of each job. Schools are encouraged to utilize this avenue to communicate approval as well as their concerns. Every survey is read by top level program administrators. Follow-up is mandatory to address any school concerns.

B. Our Vision

1. Consistent level of funding

Our vision is to provide a consistent and adequate level of R&M funding for each school. In Fiscal Year 2001, the administration and legislature recognized this need. As a result, \$51.6 million was appropriated for major repairs. The program is working towards maintaining or exceeding this level of funding.

2. Equitable process to predict, prioritize and fund R&M

It is our vision to develop an equitable system to identify, price and prioritize school repairs for budgeting purposes. In conjunction, information on project status and cost should be available through the Internet.

3. Fully involve school custodians in accomplishing minor repairs

It is our vision that each school custodian handles a variety of minor and emergency repairs. This can be done through training and will allow DAGS trade staff to concentrate on major emergencies and larger repair projects.

4. School furniture

It is our vision to have a long-term working partnership with the correctional system on all islands to repair school furniture.

Summary R&M Activities and Required Forms
(Statewide)

See Phone Numbers on Next Page

<u>Activity</u>	<u>Oahu</u>	<u>Hawaii</u>	<u>Maui</u>	<u>Kauai</u>
1 Emergency Repairs Critical - Type I	Call Immediately	Immediately Call DAGS District Shop. If no answer, call DAGS-Hilo	Call Immediately	Call Immediately
Urgent - Type II	FAX CSD Form 710	FAX CSD Form 710 to appropriate island office	FAX CSD Form 710	Call
2 Minor Repairs	Submit Form 501 by Fax	Fax or Mail CSD-Form 501 to appropriate island office	Fax or Mail CSD-Form 710 to DAGS - Maui	Fax or Mail CSD-Form 710 to DAGS - Kauai
3 Major Repairs	Fax or mail BJ2A to DAGS CSD-Oahu	Fax or mail BJ2A to DAGS - Hilo	Fax or mail BJ2A to DAGS - Maui	Fax or mail BJ2A to DAGS - Kauai
4 Equipment Maintenance Problems (air conditioning, elevator, sum pump, cesspools, grease traps, etc.)	Call DAGS-CSD	Call DAGS-Hilo	Call DAGS - Maui	Call DAGS - Kauai Note: Greasetraps call DOE - Kauai
5 Refuse Disposal Problems & Concerns	Call DAGS-CSD	Call DAGS-Hilo	Call DAGS - Maui	Call DOE - Kauai
6 Furniture Related Activity Repairs Spare Parts to Fix Furniture Requests for Additional Furniture (due to enrollment increase) Request for Position Related Furniture	Submit on Form 501 Submit on Form 501 Submit Request to DOE O&M Office DOE O&M Office	Fax CSD Form 501 Fax CSD Form 501 Submit Request to DOE O&M Office DOE O&M Office	Not Available Fax CSD Form 710 Submit Request to DOE O&M Office DOE O&M Office	Not Available Fax CSD Form 710 Submit Request to DOE O&M Office DOE O&M Office
7 Tree Trimming Emergency Urgent	Call Immediately FAX CSD Form 710	Call DAGS-Hilo FAX CSD Form 710	Call DAGS - Maui Call DAGS - Maui	Call DAGS - Kauai Use BJ2A Form

**Important Phone Numbers and Addresses by Island
DAGS-Central Services Division Statewide**

Call the following numbers for:

- * ***Emergency Repairs***
- * ***Service Contracts - AC, elevator, refuse pickup***
- * ***General Information***

Oahu

Phone	831-6731/831-6732
Fax	831-6750
Mailing Address	729 Kakoi St., Honolulu, HI 96819

Hawaii

Phone (recording machine may answer)
Fax

Hilo
974-6400
974-6422

Kona
328-9066
328-9066

Phone (recording machine may answer)
Fax

Honakaa/Kohala
775-0151
775-0151

Kau
929-9911
No Fax

Mailing Address 75 Aupuni St., Hilo, HI 96720

Maui

Phone	877-3305
Fax	243-5771
Mailing Address	P.O. Box 1030, Wailuku, HI 96793

Kauai

Phone	274-3030
Fax	274-3035
Mailing Address	3059 Umi St., Lihue, HI 96766

Note: For refuse pickup problems call: DOE

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Four Primary Types of REPAIR Service

The four primary service categories are:

- Emergency Repairs
- Minor Repairs
- Major Repairs
- Repairs to Mechanical Systems/Refuse Pickup

Definitions follow:

1. Emergency Repairs

Type I – Critical Repairs. Examples include no electricity, broken waterline, or a door that does not lock. See Appendix 1 for a representative list.

Type II – Urgent Repairs. Examples include burned ballast, broken windows, water leaks that can be secured. Most emergencies are Type II. See Appendix 2 for a representative list.

2. Minor Repairs – These are repairs that can wait. See Appendix Page 3 for a representative listing.

Oahu – Minor repairs are done on a set schedule, approximately every 3 months.

Hawaii, Maui and Kauai – Minor repairs are scheduled by DAGS. Work orders are batched and completed within a 1-2 month timeframe.

Important! – Schools can use their School Level R&M funds to directly contract repairs, or purchase materials and supplies for their custodian to complete repairs. Custodial training is available on Oahu.

3. Major Repairs – These are large repairs that are done by lifecycle. Reroofing, exterior/interior painting, resurfacing, major carpentry repairs, and termite treatment are examples. See Appendix 4.

4. Mechanical Systems and Refuse Pickup – DAGS administers maintenance contracts for air conditioning, elevator, grease traps, septic tanks, etc.

Who is responsible to complete the repair? How soon can I expect the repair to be done? What forms need to be submitted?

Emergency Repairs

Emergency repairs are completed by DAGS trade staff or contractor. The school custodian may be asked to abate the emergency until help arrives. An example of abatement could mean turning off a water valve or boarding up a window.

Response Time – Within 24-48 hours, an assessment will be made to fix or abate. Permanent repairs may not be immediate but adequate steps are taken to assure health and safety or prevent the waste of resources.

Two Types of Emergencies:

Because of limited staffing, it is essential for schools to report the proper type of emergency. This determination is acquired through self-initiative, and familiarizing yourself with different situations. Appendix 1 and 2 are critical to assist you to determine which category your request falls into. Non-emergencies called in under the context of emergencies require lengthy evaluation and this short changes those schools that need immediate help. There are only 3-4 trade persons that are available to service your entire school district.

A. **Critical!!! Emergencies (Type I)** – For all islands, **CALL** immediately. Do not wait if a portion of the school cannot operate or resources are being wasted.

B. **Urgent! Emergencies (Type II)**

Oahu – Fax-in your CSD Form 710 request to 831-6750.

Hawaii – Fax in your CSD Form 710 request to the appropriate DAGS baseyard site (See listing on Page iv.)

Maui and Kauai – Call the DAGS-Central Services Division Office. Do not fax in requests. (See listing on Page iv)

Note: If the request is assessed as a minor repair, the emergency work order will be cancelled and returned to you. Work is then scheduled during the next regular campus visitation (1-3 month cycle).

EMERGENCY REPAIR PROCESS

Updates MOA dated 12/94

Activity All Islands	
1.	School identifies the need for emergency repairs.
2.	School through custodial personnel attempts to abate emergency situation.
3.	If school cannot abate situation, an Emergency Repair Request is generated. School will provide an unique tracking number.
4.	School should call if request is a Type I Emergency that requires immediate attention.
5.	School should fax-in CSD Form 710 if request is a Type II Emergency that can wait a day or two. <i>Maui and Kauai should call-in these requests.</i>
6.	Central Services evaluates Emergency repair request.
7.	Central Services will respond to an immediate need through its trade staff or contractor.
8.	Central Services will schedule permanent repairs as needed and notify school.

Emergency Repair Process
Page 2:

9. School will sign-off on CSD-Form 710 if repair is abated or completed.

10. Central Services will monitor follow-up repairs.

11. School will log work order request as completed.

Who is responsible to complete the repair? How soon can I expect the repair to be done? What forms need to be submitted?

Minor Repairs

Minor Repairs are completed by DAGS trade staff. Repairs can also be completed by school custodians using the annual appropriation of School Level R&M funding.

Response – On Oahu, visitations are scheduled approximately every 3 months. On the neighbor islands, staffing and geographical distance allow for visitations to be scheduled every 1-3 months.

Examples of Minor Repairs – A representative listing is found in Appendix 3. It is each school's responsibility to correctly distinguish between an emergency and minor repair. Generally speaking, minor repairs are considered "irritant" in nature. They are needed, but the repair can wait since health or operational issues are not involved.

Planning is Critical – Your teachers and students are counting on you. However, a request must be submitted before repairs occur. Each school R&M Administrator must know what needs to be done. This is accomplished by keeping a current list of work requirements.

PRIORITIZE REPAIRS IN ADVANCE, DO NOT WAIT UNTIL JUST PRIOR TO THE VISITATION! DAGS needs to pre-purchase materials and schedule staff. Waiting until the "11th hour" to prioritize or reprioritize repairs will decrease actual repair time.

Forms and Procedures To Request Repair – The type of form used varies by island.

For Oahu and Kauai, use Form 501 and fax your minor repair requests. For Oahu only, a Submission Schedule for the 501 Form and repair dates are sent to each school through the DOE Operations and Maintenance Office. SEE EXAMPLE ON PAGE 8.

For Hawaii and Maui district do not use the CSD 501. Work orders should be faxed to the DAGS-Central Services Office on the CSD 710 form. SEE LISTING ON PAGE iv.

Conference with Schools – The process varies by island.

For Oahu, a list of repairs on Form FK15 is provided to each school about three weeks prior to the scheduled visit. A DAGS supervisor will contact the school to review the list. Our goal is to have the school prioritize their repairs.

For Neighbor Islands, work orders are batched by trade group. Pre-visit conference are not generally held, but trade staff may be on campus prior to the workday to scope potential work.

On-Site Repairs – The process varies by island.

For Oahu, a team of between 4-6 trade staff will devote the following days:

- 1-2 days for each elementary school
- 3-4 days for each middle school
- 5 days for each high school

Although discouraged, last minute changes are possible by filling out CSD Form 710 when the trade crew is on-site. Please realize that delays may occur if materials are not available.

For Neighbor Islands, a team of between 4-6 staff will be dispatched to perform repairs. Schools are generally not notified in advance. The number of days allotted is based on the number of work orders received.

Update of Completed Repair Work – The process varies by island.

For Oahu, completed work orders are entered into a database. DAGS will update the list and schools will prioritize from this list prior to the next on-site visit.

Neighbor Island schools should contact their Central Services Division Office to receive an updated list of repairs.

Our Commitment To You “Customer Satisfaction” – DAGS-Central Services Division is committed to customer satisfaction.

For Oahu, each on-site visit will conclude with a written customer satisfaction survey that the school can choose to complete. The program administrator reads every survey and complaints are addressed fairly and expeditiously.

For Neighbor Islands, each minor repair is the responsibility of your island's DAGS-Central Services Division. Please contact the DAGS-District Engineer at any time, if there are problems or concerns.

MINOR REPAIR PROCESS

Note: Updates MOA dated 12/94

*Areas of Responsibility
(By sequence of events)*

Activity	Oahu	Hawaii	Maui	Kauai
A. Central Services prepares visitation schedule for each school.	1			
B. School identifies minor repair items and submits Form 501 listing.	2	1		1
C. School identifies minor repair items and submits CSD Form 710.			1	
D. Central Services inputs R&M data and provides computer updated list to school.	3			
E. School sets priorities by reviewing list and meets with trade foreman to discuss repair work.	4			
F. Central Services turns school's R&M priorities into work orders and distributes to trade crews.	5	2	2	2
G. Central Services trade crews perform work on scheduled R&M visitation days or as planned.	6	3	3	3
H. School inspects completed work and signs off on work order.	7	4	4	4
I. Central Services records repair data and files work orders.	8	5	5	5

**TEAM MAINTENANCE SCHEDULE
LEEWARD DISTRICT SCHOOLS (40)
FEBRUARY 24, 1999 TO JULY 9, 1999**

SCHOOL	CSD-501 SCHOOLS SUBMIT (20 DAYS PRIOR) Column B	LIST TO DAGS DIST MGR (15 DAYS PRIOR) Column C	SCHOOLS -PRE-TEAM CONFERENCE (11 DAYS PRIOR) Column D	WORK ORDER TO DAGS DIST MGR (8 DAYS PRIOR) Column E	ON-SITE AT SCHOOL Column F	COMPLETED WORK ORDER DUE (14 DAYS AFTER) Column G
Column A						
LIWA INTER COMPLEX (7)						
EWA ELEM	WED 02/24	TUE 03/02	TUE 03/09	FRI 03/12	WED 03/24 TO MON 04/05	FRI 04/23
BARBERS PT ELEM						
EWA BEACH ELEM						
KAPOLEI ELEM						
HOLOMUA ELEM						
CAMPBELL HIGH COMPLEX (7)						
KAIMILOA ELEM	FRI 03/05	THU 03/11	WED 03/18	TUE 03/23	TUE 04/06 TO WED 04/14	TUE 05/04
IROQUOIS PT ELEM						
POHAKEA ELEM						
HIGHLANDS INTER COMPLEX (6)						
LEHUA ELEM	TUE 03/16	MON 03/22	TUE 03/30	MON 04/05	THU 04/15 TO THU 04/22	WED 05/12
PEARL CITY ELEM						
MANANA ELEM						
P.C. HIGHLANDS						
PEARL CITY HIGH COMPLEX (7)						
PALISADES ELEM	WED 03/24	WED 03/31	THU 04/08	TUE 04/13	FRI 04/23 TO MON 05/03	FRI 05/21
WAI'AU ELEM						
MOMILANI ELEM						

Instruction on How to Use This Table

(The table is prepared three times a year and sent to each Oahu school)

*****School Responsibilities**

1. Column A - lists complex and its schools. The total number of days allotted to the complex is denoted in parenthesis
- **2. Column B - date that SCHOOLS must turn in their CSD 501 Forms containing their requested work by trade to Central Services (FAX 831-6750).
3. Column C - date that schools listing of outstanding work orders is given to the Central Services District Manager assigned to your school district.
- **4. Column D - date that Central Services will meet with your school to identify the work that you want done
5. Column E - date that Central Services begins to plan and order needed materials for repairs.
6. Column F - dates that Central Services trade staff will be working in the school complex. Between this period, your request repairs will be done.
7. Column G - date that Central Services trade staff must turn in completed work orders for data entry updates.

Who is responsible to complete the repair? How soon can I expect the repair to be done? What forms need to be submitted?

Major Repairs

Major Repairs are completed by DAGS Trade Staff, Informal Contract or Through DAGS-Public Works Division.

- * DAGS-Central Services trade staff completes \$8 million in projects annually.
- * DAGS-Central Services staff informally bid \$3 to \$4 million in major repairs that are less than \$25,000 each.
- * DAGS-Public Works designs, bids and inspects up to \$40 million in projects. The total dollar amount is dependent upon the annual appropriation.
- ** If funded, a project will be initiated in the fiscal year that it was prioritized. There is no set timetable. However schools will be notified well in advance of actual construction.

How Are Projects Identified? – DAGS engineers, inspectors or supervisors identify projects throughout the year. At anytime, schools may identify projects which is sent via a BJ2A Form to the DAGS-Central Services office on your island. See the Forms Sections for a copy of the BJ2A.

For more information, refer to DOE memos dated August 24, 1999, September 16, 1999 and September 23, 1999.

Project DATABASE: DAGS-Central Services Division maintains all identified and completed projects in its IBM AS 400 database.

How Much \$\$\$ Is Allotted For Each School? – The DOE Operations and Maintenance Office uses formula to determine the level of funding. This formula was developed by KMPG Peat Marwick to allocate funds based on enrollment, age and size of the school.

For more information, refer to DOE memo "Allocation of Repair and Maintenance Funding to School Facilities" dated September, 1996.

Selecting and Prioritizing Projects – Schools are afforded the opportunity to annually prioritize projects. Every Fall, a team of DOE and DAGS staff visits EACH school. Project cost, scope and impact are discussed. With technical assistance from DAGS, the school is asked to identify their priorities.

DOE Operations and Maintenance Reviews School Priorities – After schools prioritize, DOE O&M reviews and prioritizes a final list based on available funding.

Starting a Project – Projects are initiated by DAGS-Central Services staff or DAGS-Public Works Division. Projects may be through general or CIP funds. The time period varies greatly, since many projects can only be scheduled during summer or school breaks.

Construction, Inspection and Final Acceptance – Each School will be notified well in advance of construction to allow for adequate preparation and modification of school activities.

Because there are several ways to complete the job, notification varies:

- * *Projects completed by DAGS in-house trade staff or by informal contract* is communicated by onsite pre-construction meetings. An one to three month start to finish time is typical.
- * *Projects completed by DAGS-Public Works Division are more complex.*
 - A preliminary site visit by an architect may be required.
 - Upon conclusion of the design phase, a pre-construction meeting is held to prepare and inform the school.
 - During construction, a DAGS Building Inspector will periodically be on-site to inspect progress.
 - A final acceptance meeting to accept the completed project is held at the worksite.

Once initiated, the above public works process may take 3 to 12 months from start to finish. Projects are generally complex in scope and cost can range from \$25,000 to \$500,000 per project.

Again, Our Commitment To You “Customer Satisfaction” – DAGS-Central Services Division is committed to customer satisfaction.

For Oahu, each in-house project will conclude with a written customer satisfaction survey completed by the school. Surveys are read by program administrators, and concerns will be addressed, fairly and expeditiously.

For Neighbor Islands, each in-house project is the responsibility of your island's DAGS-Central Services Division. Please contact the DAGS-District Engineer at any time, if there are problems or concerns.

MAJOR REPAIR PROCESS

Note: Updates MOA dated 12/94

*Areas of Responsibility
(By sequence of events)*

Activity	School	DOE O&M	DAGS Central Services	DAGS Public Works
A. Projects are identified by the school, DAGS or DOE Facilities Branch – Operations and Maintenance (O&M) and placed on a BJ2A Form.	X	X	X	
B. The identified project is entered into a database maintained by DAGS-Central Services.			X	
C. School visitations are held each fall to prioritize the identified major repair projects.	X	X	X	
D. DAGS-Central Services requests funding and receives approval from Legislature.			X	
E. Based on appropriated funding, the appropriate method of completing the project is set. Projects are scheduled.			X	
F. Projects that are larger in scope are delegated to DAGS-Public Works for design, construction and inspection.				X
G. Smaller projects are either bid informally or done through DAGS-Central Service trade crews.			X	
H. Schools are informed as to when construction will occur.			X	X

Major Repair Process
Page 2:

Activity	School	DOE O&M	DAGS Central Services	DAGS Public Works
I. Preparations may need to be made due to construction activity.	X			
J. Problems, concerns and issues on the R&M project should be address to DAGS-Central Services Division or to DAGS-Public Works Division, as appropriate.			X	X
K. Information on each project is maintained in a centralized database.			X	

How soon can I expect the furniture? What forms need to be submitted?

School Replacement Furniture

When To Prioritize

Schools shall prioritize their replacement furniture simultaneously with their major repair projects. A BJ2A Form may be submitted anytime to the DAGS office on your island, for inclusion in each Fall's on-campus prioritization visits by DAGS/DOE staff.

What Can be Included?

Commonly, classroom furniture such as chairs, desks, and worktables are priority. Also included are cafeteria tables and teacher/administration furniture such as desks, chairs and, filing cabinets.

Match Classroom Furniture

Although not mandatory, schools should attempt to match classroom furniture by style and color. This enhances the visual appeal and aesthetics of each classroom.

When Will Our School Receive The Furniture?

School furniture is prioritized each fall, in conjunction with other major repair projects. If funded, furniture delivery will occur not the following year, but two school years hence. A vendor will contact you at least one week prior to delivery. Please arrange for necessary storage space.

How Does The School Dispose Of Broken Or Outdated Furniture?

On Oahu, submit a CSD Form 501 for an evaluation. If possible, the furniture will be disposed by laborers from DAGS. On the neighbor islands, each school will have to make their own arrangements.

Can Furniture Be Repaired?

School furniture is presently repaired only on Oahu. Cafeteria tables and student furniture are priority. Not all furniture can be repaired. Please submit your requests on Form 501 along with your minor repair requests.

POSITION RELATED FURNITURE

Position related furniture is for new positions at your school, or to be placed in newly constructed classrooms and offices. Primarily, teacher desks and file cabinets fall within this category.

How Does The School Know When To Request Furniture?

Annually, DAGS-Public Works Division provides your DOE Facilities Office with a list of pending construction for schools statewide. From an approved list, DAGS-Central Services Division on Oahu, works to identify and order needed furniture. DAGS will confirm your requirements and order furniture to meet your needs.

Where Do I Get More Information On Replacement or Position Related Furniture?

You may contact either party to assist you:

DAGS-Central Services Division (Purchasing Office) – 831-6741
DOE-Operations and Maintenance – 586-3456

WALL CLOCKS AND FIRE EXTINGUISHERS

For wall clocks, please submit your requests by using CSD-Form 710. You may mail or fax in your requests.

The procedure for fire extinguishers is the same. However, since missing or malfunctioning equipment is a health and safety concern, schools are to FAX in their requests on CSD 710.

Who is responsible to complete the repair? How soon can I expect the repair to be done? What forms need to be submitted?

Service and Equipment Maintenance Contracts

Service and Equipment Maintenance Contracts are maintained on all islands for:

- elevators (monthly inspection)
- air conditioning (monthly service)
- greasetraps (monthly service, Kauai/handled by DOE)
- fire extinguishers and related fire equipment (yearly)
- fire alarms (monthly service)
- program bells (monthly service)
- refuse pickup (except Kauai/handled by DOE)
(service provided 2-3 times a week, depending on month)

The school has responsibilities:

Maintenance is contracted at set intervals. Contractors are required to check in with the school office prior to starting maintenance work.

The school is responsible to provide access for contractors and to verify that the work has been done.

Problems and Emergencies

All problems with the contractor's performance should be reported to the DAGS-Central Services Office on your island.

All emergency repair conditions should be immediately called into the DAGS-Central Services Office on your island.

Annual Fire Inspections (Fire Extinguishers/Fire Alarms)

DAGS-Central Services provides fire extinguisher replacement and maintenance on all islands. Schools are responsible for the continuous upkeep and inventory of units. This is vital for health and safety and to minimize liability.

DO NOT WAIT UNTIL THE LAST MINUTE to request service on fire extinguishers or broken fire alarms because of a pending inspection by the Fire Department! Fax a work order on Form 710 to request a replacement or service.

COMMUNITY SERVICE PROJECTS

DAGS-Central Services is able to provide some materials and supplies for schools to initiate their own community projects. In the past, schools have undertaken campus beautification projects through the use of volunteer assistance.

You may fax in your material and supply needs up to \$250 on CSD Form 710. Depending on the project and adequate lead time, we may be able to provide technical expertise to expedite the project. Please contact the District Manager assigned to your school or the DAGS-Central Services Office on your island for further information.

Refer to the DOE memo "Volunteer Service Projects Re: Facilities and Grounds Only", OBS/FB Procedures No. 13 dated June 19, 1984
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Who is responsible to complete the repair? How soon can I expect the repair to be done? What forms need to be submitted?

TREE TRIMMING

DAGS-Central Services statewide is responsible for tree trimming. Generally, trees are trimmed every two years through contract. Occasionally, a tree may need trimming due to structural failure (broken branch) or rapid growth.

Emergency (Critical) Tree Trimming

Procedure: Phone in an Emergency Repair Request to DAGS-Central Services Division. On Oahu only, follow-up with a fax of CSD Form 710.

Secure the area if an emergency situation exists. Response should be within 24 working hours of request.

Urgent and Routine Tree Trimming

Procedure: If there is no immediate health and safety concern, requests on Oahu and Hawaii, should be faxed in on the CSD Form 710. Maui should telephone requests and Kauai should place their requests on the BJ2A Form.

An evaluation will be made and tree trimming will be scheduled as warranted. Please note that trees must be cut in accordance with proper pruning practice. Topping or excessive removal of branches to minimize rubbish is NOT an acceptable practice.

Things Schools Can Do To Expedite R&M Services

1. Emergency Repairs

Because a typical school district has 40 schools and only 3-4 DAGS trade staff assigned to emergency response, it is very important for schools to know the difference between a Type I and II emergency repair. Please refer to Appendix 1-2 for further information.

2. Involvement of Custodial Staff

An important component of a successful R&M program is the selection of a head custodian that has the aptitude to assess and perform repairs. Besides expediting repairs, these individuals will have the knowledge to assist you in identifying and prioritizing a wide range of repairs, including major repair projects.

Proper R&M training for head custodians is essential to abate emergency situations. Moreover, by using the school level R&M funding available for each school, custodians can perform minor irritant repairs that typically require a month or more wait for service.

On Oahu, DAGS offers periodic training sessions on the basics of electrical, plumbing and carpentry repairs. For example, custodians are taught how to replace plumbing fixtures, repair window insect screens, and change louver hardware.

3. Be Prepared for On-Site Repairs

Minor Repairs – Oahu:

Repairs are accomplished according to a quarterly schedule approved by the DOE O&M Office and distributed through DAGS-Central Services. It is important for schools to identify valid repairs to place on the CSD Form 501.

Without such, repairs cannot be prioritized until the day of the visitation. This wastes much time, since DAGS cannot pre-plan repairs, and purchase needed materials and supplies. The last thing we want to do is to travel off campus to pick-up items that could have been bought ahead of time.

Minor Repairs – Neighbor Islands:

Due to geographical distance, DAGS provides neighbor island services in a slightly different manner. Repairs are grouped by trade and completed to reflect a fair allocation of time among schools. Similarly, it is important to keep your list of repairs current by submitting all needs as they occur.

Do not accumulate repairs. This practice does NOT provide a true picture of your needs. It often delays work because repairs "become a surprise to us" and thus, cannot be accurately scheduled.

4. Fire Extinguisher and Fire Alarms

Since this equipment is used only in the event of a fire, schools often neglect repairs until just prior to fire inspection. This practice is not acceptable because:

- a. Malfunctioning equipment is a matter of health and safety.
- b. DAGS is not able to provide all fire extinguishers and fix all alarms within a month of the fire inspection.

Update your inventory of extinguishers and report missing items immediately by faxing the CSD 710 Form. Test your alarm systems periodically and immediately call in to DAGS-Central Services, any malfunctions or problems.

Services That We Do NOT Provide

In the past, Central Services has received requests for service that do not fall within the parameters of this program. The following is a listing of services and the appropriate service agency is provided for your information.

<u>Activity</u>	<u>Responsible Agency</u>
1. Mowing of a school's lawn area.	DOE O&M Office
2. Removal of bulky items.	Neighbor Island Schools Oahu – call DAGS
3. Bees, rodents and other pests.	DOH Vector Control Office
4. Major Capitol Improvement Projects (new construction)	DOE Facilities Branch
5. Minor CIP (Improvement Projects over \$15,000)	DOE Facilities Branch
6. Upgrades to elevators, i.e., re-keying or adding new ADA phone system	The School
7. Abandon Vehicles	Call the appropriate County agency on your island.

Part II: QUESTIONS AND ANSWERS

Question and Answer Section

Emergency Repairs.....	21-22
Minor Repairs.....	23-24
Major Repairs.....	25-26
Service Contracts – Equipment Maintenance.....	27
School Furniture.....	28
Customer Service.....	29

Questions and Answers

Emergency Repairs

1. What forms do I use to submit requests for repair service?

First, it is important to remember that all critical emergencies (Type I) should be called-in. As a follow-up, on Oahu and Hawaii, use form CSD 710.

Because of the relatively small number of schools, Maui and Kauai may call in both critical and urgent emergency repairs. There is no need to fax a form.

2. What is an Emergency Repair?

There are many kinds of repair emergencies. Some Type I emergencies like a loss of power, fallen tree branch, and smoking ballast require immediate attention and should be called in. Type II emergencies like a broken toilet when four other working ones remain or a broken window, or screen can be faxed in. A representative list of emergencies is contained in Appendix 1 and 2 of this document. Familiarity with this list is essential to make immediate decisions on how to handle emergencies.

3. What if the school suspects that asbestos containing material has fallen or been disturbed?

Each school has an asbestos management plan. If you suspect the release of asbestos, seal off the affected area. Notify DOE Operations and Maintenance Office 586-3456. Call DAGS-Central Services Division for abatement.

4. DAGS responded, but did not completely fix my emergency repair request.

Because of cost or availability of materials, some repairs are only abated. For example, a broken window may be boarded instead of replaced. More extensive repairs will be done when the trade crew normally visits the school (within 1-3 months). The school will be instructed to submit the request as a minor repair.

5. No one responded to our emergency request, what should we do?

There are two explanations. First, an assessment should have been made. If it was a Type I (critical) emergency, prompt action is needed. Do not wait. Reestablish contact with DAGS-Central Services. Second, Type II or urgent emergencies may take several days to address. Third, if the request was assessed as a minor repair, you will receive service on the next regularly scheduled visitation. However, our supervisor should have informed the school of this decision and the school needs to prioritize the repair.

6. What steps are needed to report an after hours emergency? Where do I call?

The custodian or school staff member should try and abate the situation. For example, a broken waterline can be shut off. A ringing bell can be disarmed. For after hours service, call the After Hours Emergency Phone Number provided by the DOE.

7. Is there anything my custodian can do in an emergency?

Yes! The custodian is often the “first responder” in an emergency. If possible, the custodian must try and abate the situation. This means attempting to isolate and shut off water, boarding a window, securing a door that has a broken lock or clearing a gutter. When the emergency is stable, call or fax your request to DAGS-Central Services Division.

8. I've Been Told Not To Indiscriminately Submit Emergency Requests But Never Been Given A Reason.

It is important to submit only valid Type I or II emergency requests. Using the emergency repair process to request minor repairs is not fair to other schools.

There are only 20 DAGS trades staff for one school district on Oahu and much less on a geographical basis for each neighbor island. This is less than one person for school! Because we are obligated to evaluate to each emergency request, personnel must be diverted from scheduled repairs at one school to respond to an emergency request at another school. As you can see, this situation often delays or prevents needed repairs.

Questions and Answers

Minor Repairs

- 1. Do not call-in minor repairs. Instead, schools should request minor repairs as follows:**

Oahu – Request repairs on CSD Form 501 (submit according to the scheduled published quarterly – See Page 8)

Hawaii and Maui – Please fax or mail CSD Form 710 to the DAGS-CSD Office on your island.

Kauai – Fax or mail CSD Form 501 to the DAGS-District Office.

- 2. What exactly is a minor repair?**

Minor repairs are usually less than \$5,000 and can be completed by a DAGS-trades crew. A representative sampling is contained in Appendix 3. Please familiarize yourself with the difference between a minor repair and emergency repair. Categorizing an emergency repair when it is not, wastes effort and lessens our ability to service schools. On the other hand, reporting a true emergency as a minor repair can compromise health and safety.

- 2. Can the school request a repair once the crew has arrived on campus?**

Yes, for all islands, complete CSD Form 710 and give this to the DAGS-Central Services supervisor on-site.

- 3. The repair crew was scheduled but did not arrive as agreed upon. What should we do?**

Call DAGS-Central Services Division. We will investigate and resolve the misunderstanding to your satisfaction.

- 4. The repair crew (on Oahu only) arrived late at 2:30 p.m. and expected us to remain open until 5:30 p.m.**

In order to minimize interference with school activities, DAGS trade staff may work from 9:30 a.m. to 6 p.m. (primarily on Oahu). Because the on-site R&M date is known in advance, schools must make arrangements to keep work areas open. If not, repair service is lost when our team leaves and will not be made up.

- 5. The school has submitted several work orders but we have not had the repair completed yet.**

Obviously there is a misunderstanding. Please have the person in charge of R&M at your school call the DAGS-Central Services Division Office on your island. Our staff will follow-up. Often, schools are asked to prioritize repairs, and the repair in question may not have been viewed as a high priority to the school official making the decision. Yet, it is a high priority to the person directly affected due to the lack of repair.

Questions and Answers

Major Repairs

1. What is a major repair project?

A major repair can cost between \$5,000 to \$500,000. Projects can be complete in one of three ways. First, DAGS-trade staff can do the job. Statewide over \$8 million in such projects are completed annually. Second, a repair of less than \$25,000 can be informally bid (3 quotes). These repairs are done quickly. Third, larger or complex repairs are designed and constructed through DAGS-Public Works Division. In this process, the school works directly with DAGS-Public Works Division. Repairs can take from 3-24 months to complete depending on the design phase, availability of materials and equipment, length of construction, and the availability of the construction site.

2. How can I request a major repair?

Repairs (usually over \$5,000) that cannot be completed by DAGS trade crews on a timely basis are submitted via the BJ2A Request for Project Form to the DAGS-Central Services Division Office on Oahu and each DAGS-District Office on the neighbor islands.

3. DAGS identifies most of the major repairs.

DAGS utilizes a database that stores historical repair data. As such, it is possible to identify when roofs, painting, termite treatment, resurfacing and air conditioning change out need to be done next.

On each neighbor island, DAGS staff periodically survey schools to identify repairs that may qualify for major repair projects.

4. Why hasn't the repair we prioritized been selected?

Although each school prioritizes repairs, funding limitations may preclude selection of your repair as a district priority. Each Spring, statewide priorities are established by the DOE Operations and Maintenance Office.

5. Our major repair was selected. When it will be done?

Projects to be completed by DAGS-trade staff and through informal 3 quotes are generally completed during the fiscal year it was funded. Pre-construction meetings are scheduled in advance to give the school time to plan for actual construction.

Because of duration, many projects handled by DAGS-Public Works Division are scheduled around summer or other break periods. However, the availability of qualified contractors and the design period can push actual completion over one year. Public Works staff will keep the school informed, and several meetings will be scheduled to discuss project scope, construction process and the final inspection.

6. Can a school change the construction period if a scheduled project will disrupt school activity?

Normally schedules are discussed with the school and mutually agreed upon prior to bidding work. Therefore, it is important to carefully consider the best time to have repair work done. Changes can be made prior to bidding but please realize that the next "window of opportunity" may be months or a year away.

7. What happens if repair work is disrupting school activity, e.g., loud noise or dust.

The school should contact the DAGS-Public Works Inspector assigned to the job. The inspector is introduced at the pre-construction meeting. It is the responsibility of the Inspector to find a mutually agreeable solution to facilitate repair work. However, it is the school's responsibility to fully understand the project's scope. This will allow for adequate preparation time to address inconveniences caused by repair work.

8. How does the school know that it has received a fair allocation of major repair funds?

The current standard is based on an allocation formula developed by KMPG Peat Marwick in 1996 for the DOE. This approach considers the enrollment and age weighted square footage of the school in allocating funds. Historically, under funding of school R&M has created much disrepair. As such, has not been possible to complete many of the repair priorities established by schools.

Questions and Answers

Contracted Equipment Maintenance and Refuse Pickup

1. **What happens when my elevator is stuck? When the air conditioning system malfunctions? Our greasetrap overflows?**

Please do not directly call the contractor. Call your DAGS-Central Services Division Office. They will immediately notify the contractor and service will be provided according to contract terms. Some types of repair or replacements are an extra charge, and THE SCHOOL, not DAGS will be billed. By calling DAGS, you will be presented with options, and rest assured that the job gets done right.

2. **Our refuse container is smelly and/or the contractor has missed a pickup.**

Again, do not call the contractor directly. Call your DAGS-Central Services Division Office, who will immediately notify the contractor. Besides being familiar with the contract terms, DAGS needs to know when service is deficient. Non-provision of service can only be subtracted from the contractor's monthly billing if DAGS is aware of the incident. *Note: DOE handles refuse pickup on Kauai.*

3. **A community project was just completed and the debris was left in the refuse container. However, the custodian is complaining that there is not enough room in the container for the school's normal rubbish. What do we do?**

Call the DAGS-Central Services District Office on your island. (Note: For Kauai only, contact the DOE District Office).

Arrangement will be made for an extra pickup. After this, the custodian should leave all trash in the vicinity of the refuse container. The contractor will make an extra pickup.

4. **Our school has received an offer to donate air conditioning equipment. Can we receive this gift, and how do we install adequate electrical power to run the unit?**

A donation is accepted if the air conditioning unit meets the DOE's Education Specifications. Please contact the DOE Operations and Maintenance Office (586-3456) for procedures you need to follow.

Please realize that NOT ALL BUILDINGS HAVE ADEQUATE POWER to install air conditioning units. Send a request to DAGS-Central Services Division to have an electrical assessment done. In some cases, additional circuits or panels may be needed and the work could become a major undertaking.

Questions and Answers

CUSTOMER SATISFACTION

- 1. I know of a company that could accomplish the intended repair faster and cheaper than DAGS. Is it possible to use this company?**

Yes, if the school utilizes its School Level R&M funds. However, DAGS utilizes only licensed contractors and is obligated by law, to competitively bid projects over \$5,000 in estimated cost.

- 2. A DAGS trade worker or supervisor appears overbearing, demanding, pushy or threatening. What can be done?**

Customer service is our goal. Inappropriate behavior is not tolerated. Please contact the DOE Operations and Maintenance Office at (808) 586-3456 and speak to your assigned Specialist. They will follow-up with the DAGS-Central Services Division Office on your island.

- 3. What should we do if we are not satisfied with a repair? (emergency repair, minor repair or one done by contractor)**

The school should call the DAGS-Central Services Division Office on your island. A supervisor will assess the situation and inform the school of when or how the repair will be corrected. For larger projects, DAGS-Public Works Division's Inspection or Quality Control Branch may become involved.

Questions and Answers

School Furniture

1. I have heard the term Replacement Furniture and Equipment (F&E) and Position Related furniture mentioned frequently. What do these terms mean?

Replacement F&E refers to existing (old) furniture that is found in the school. Examples include student desks, chairs, cafeteria tables, file cabinets, etc. The key idea here is that the furniture already exists.

Position Related Furniture refers to new teachers' and administrators' furniture, that is purchased in conjunction with new construction. For example, when a new classroom building is built, all teacher related furniture is purchased by the program. On the other hand, all new student related furniture is purchased with CIP funds. The former is handled by DAGS-Central Services, and the later through DAGS-Public Works Division.

2. Is there any way to replace or fix furniture?

Yes. For repairs, the procedure varies by island:

- * For Oahu, place your request on Form 501 as part of your quarterly request for repairs.
- * For Neighbor Islands, place your request on CSD Form 710 and fax in your request to the DAGS-Central Services office on your island.

For new furniture requests, please prioritize your needs annually as part of the major repair project process. This requires that you generate a BJ2A for your requirements.

3. Can the school fix existing furniture?

Yes. DAGS-Central Services has frequently provided parts such as chair glides so that the school can perform its own minor repairs. Please submit your requirements on CSD Form 501.

Part III: COMMONLY USED FORMS

CSD Form 710 (All Islands).....	Exhibit I
CSD Form 501 + Example Form (Oahu and Kauai)	Exhibit II
BJ2A – Major Repair Project Form (Oahu only)	Exhibit III
Customer Satisfaction Surveys (Oahu only)	Exhibit IV

PLEASE CHECK ONE: ☐ EMERGENCY ☐ MATERIALS & SUPPLIES
☐ ON-SITE

School Request No.	Location Bldg. Room	Description of Work (Be Specific)	Cause Code

Cause code: Use appropriate cause code: A=accident; F=fire; N=normal wear and tear; S=storm. For vandalism, use VU=unknown; VH=holiday; VN=weekday/night or morning; VS=school hours; VV=school vacation; VW=weekend.

* * * * *

SERV CODE	EMP CODE	DATE START	DATE COMPL	WK-H/M	TR-H/M
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____

QTY	UNIT	DESCRIPTION OF MATERIALS	COST

EXHIBIT I

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

SCHOOL:

PRINCIPAL/CONTACT:

DEPT:

CLASS TYPE

SCHOOL REQUEST NUMBER	FACILITY DESCRIPTION			BRIEF DESCRIPTION OF WORK	CAUSE CODE
	BLDG CODE	ROOM NO	OTHERS		

EXHIBIT II

DAGS - CENTRAL SERVICES DIVISION

R&M - LISTING OF NON-PROGRAMMED REPAIRS AND MAINTENANCE TASKS

SCHOOL: The Little Red Brick School DIST NAME: Central DATE: February 19, 1988

PRINCIPAL/CONTACT: Mako Sawada PHONE NO: 548-6906

TRADE: Carpentry DEPT: E DIST CODE: 02 FAC CODE: 999

SCHOOL REQUEST NUMBER	FACILITY DESCRIPTION		BRIEF DESCRIPTION OF WORK	CAUSE CODE
	BLDG CODE	ROOM NO		
CA0001	A	1	Repair/replace 1 broken door knob	V
CA0002	A	2	Repair/replace 1 broken door knob	V
CA0003	B	Girls toilet	Repair broken window	N
CA0004	C	Cafeteria	Back door-hard to open	N
CA0005	D	Boys P.E.	Replace termite eaten window frame	N
CA0006	E	5	Replace cracked jalousies	A
CA0007	E	5	Repair broken door lock	N
CA0008	E	6	Replace 1 cracked jalousie	A
CA0009	E	7	Repair/replace cupboard locks - jammed	N
CA0010	F	1	Replace broken hardware on louvers	V
CA0011	F	8	Replace hinges on closet door	N
CA0012	G	Storage room	Repair/replace broken shelves	N
CA0013	G	1	Closet door does not open	N
CA0014	G	2	Replace louver handles on windows	N
CA0015	P2		Repair windows - hard to open	N

REPAIR AND MAINTENANCE PROJECT INFORMATION SHEET

PART A - To Be Filled In by Central Services Division

PROJECT NO.: _____

CATEGORY CODE: _____ Category Code Description: 1 = First Biennium
 2 = Second Biennium
 3 = Third Biennium

DOE CODE: _____ DOE Code Description: 1 = Health/Safety 4 = Interiors
 2 = Sanitation 5 = Grounds
 3 = Exteriors 6 = Equip/Furn

FISCAL YEAR: _____ QPC: _____ QPC Code Description:
 B = Qualifies for CIP Bond Funds
 Blank = Qualifies for General Funds

DEPT: _____ ISLAND: _____ FACILITY CODE: _____ BLDG CODE: _____

JOB CODE: _____ Job Code Description: Select only one
 1 = Reroof 2 = Paint Ext 3 = Paint Int
 4 = Recarpet 5 = Termite Grnd 6 = Termite Tent
 7 = Resurface 8 = A/C Overhaul 9 = Misc

SUMMARY CODE: _____ Summary Code Description: C = Component
 S = Summary (Renovation)
 Blank = Regular

PROJECT DESCRIPTION: | | | | | | | | | | | | | | | | | | | | | |

EST DESIGN: _____ EST CONST: _____ TOTAL EST: _____

PART B - To Be Filled In By The School

(1) SCHOOL OR FACILITY NAME: _____ (2) BUILDING: _____

(3) PROJECT SCOPE: _____

(4) DETERIORATED CONDITION CAUSED BY CODE: _____
 1 = Wear and Tear Due to Age 2 = Climate Environment
 3 = Termite 4 = Vandalism
 9 = Other (Explain): _____

(5) IMPACT IF PROJECT IS DEFERRED CODE: _____
 1 = Structural Damage 2 = Programmatic Disruption
 3 = Health and Safety Hazard
 9 = Other (Explain): _____

(6) NOTE: Please check the latest backlog and funded project listing before submitting to avoid duplication.

PREPARED BY: _____

DATE: _____

EXHIBIT III

Department of Accounting and General Services
Central Services Division

Quality Assurance Check
Major Repair Projects-R&M Program

Project Title: _____

Estimated Cost: _____ Completion Date: _____

Scope of Work: _____

Contact Person/Title: _____ Phone #: _____

Introduction: Please take a few minutes to complete this survey. Your comments will allow us to better evaluate our services in order that we may effectively meet your on-going school repair and maintenance needs. Tell us, we care!

Please complete the survey within a week after your major repair project has been completed and FAX it to DAGS Central Services Division at 831-6750.

I. Pre-Team Conference

- A. Was a meeting held to explain the major repair project work by a Central Services Staff representative?

With whom did you meet?: _____

1. Was the scope of work adequately explained to you?

[] Yes [] No

2. Was the length of work explained to you?

[] Yes [] No

3. Did the project cause disruption to school activities?

[] Yes [] No

If yes, were solutions to minimize disruption discussed with you?

[] Yes [] No

Quality Assurance Check
Page 2

II. Work Phase

- A. Was the project and all its work components completed as promised?

☐ Yes ☐ No

If no, what was unfinished?

- B. How satisfied were you with the QUALITY of the work done?

☐ Very Satisfied ☐ Satisfied ☐ Not Satisfied

If not satisfied, please explain why:

- C. Considering the cost of the project, were you satisfied with the QUANTITY of work accomplished?

☐ Yes ☐ No

Comments:

Quality Assurance Check
Page 3

D. Overall, were our employees:

☐ Courteous ☐ Indifferent

☐ Other: Please Specify _____

E. Did our employees clean up and leave work area(s) in an acceptable condition after completing their work?

☐ Yes ☐ Somewhat ☐ No

III. Exit Interview

A. Was an exit interview conducted with a representative of your school?

☐ Yes ☐ No

B. Is there anything that could be done to improve on our future visits?

C. Would you consider using DAGS-Central Services for another major Repair & Maintenance project?

☐ Yes ☐ No

D. Any other comments:

Department of Accounting and General Services
Central Services Division

Quality Assurance Check
Scheduled Minor R&M Program

School District: _____ Date: _____

School: _____

Contact Person: _____ Title: _____

Phone Number: _____

Introduction: Please take a few minutes to complete this survey. Your comments will allow us to better evaluate our services in order that we may effectively meet your on-going school repair and maintenance needs. Tell us, we care!

Please complete the survey within a week after your scheduled team (cycle) maintenance visitation. You may also FAX us at 831-6750. Thank You!

I. Pre-Team Conference

A. Was your school given the opportunity to select and prioritize minor repairs?

☐ Yes ☐ No

B. If it was not possible to do the work you wanted, did the Central Services foreman provide an explanation?

☐ Yes ☐ No ☐ Not applicable

Were alternatives on how to complete the work discussed with you?

☐ Yes ☐ No ☐ Not applicable

II. The Schedule Team Maintenance Visit...

(minor repair and maintenance work orders)

A. Was all the work prioritized during the pre-team conference accomplished during the scheduled maintenance visit?

☐ Yes ☐ No

If no, did the foreman provide a "valid" explanation as to why all the prioritized work was not completed?

☐ Yes ☐ No

B. Did the quality of work meet your expectations.

☐ Yes ☐ No

If no, please explain in Item III(C) below.

C. Overall, were our employees:

☐ Courteous ☐ Rude ☐ Helpful

☐ Uncooperative

☐ Other: Please specify _____

III. Overall Rating

A. Please rate the overall services which you received.

☐ Excellent ☐ Good ☐ Fair ☐ Poor

B. Do you have suggestions for improvement?

(If you rated our service as "Poor", it would be especially helpful to us, if you completed this section)

C. Constructive Criticism and General Comments.

(Please use this section to clarify any of your responses in Sections I and II or provide us with your comments on school repair and maintenance)

D. Would your school like to meet with your area's R&M District Manager or other supervisory/program staff to discuss specific concerns?

☐ Yes ☐ No

PART IV: Appendix:

Examples of Emergency Repairs (Type I and II).....	Appendix 1-2
Examples of Minor Repairs.....	Appendix 3
Examples of Major Repair Projects.....	Appendix 4

WHAT IS AN EMERGENCY REPAIR?

AN EMERGENCY IS:

A repair which requires immediate attention to correct a hazardous situation affecting the health and welfare of the students, staff, or public.

A condition requiring immediate corrections to prevent additional damages or waste of resources.

A condition which seriously impacts the schools operations and educational program may also be considered an emergency.

<p>Central Services Division will respond to all valid emergency calls within 24-48 hours to address the situation.</p>
--

EXAMPLES OF CRITICAL (TYPE I) EMERGENCY REPAIRS

Type I repairs usually refer to the following:

ELECTRICAL:

- Power outage or erratic power
- Exposed electrical wire
- Fire alarm trouble
- Broken light switches or fixtures
- Burning electrical smell or smoke

PLUMBING:

- Sewage backing up
- Broken water main
- No water or low water pressure
- Leaking toilets, sinks or valves which cannot be shut off (secured)

Tree Trimming:

- Broken tree branch that is creating a hazardous condition

OTHER:

- Air conditioner not cooling
- Program bell not ringing
- Fire extinguisher discharged
- Storm or Fire damages

EXAMPLES OF URGENT (TYPE II) EMERGENCY REPAIRS

Type II repairs are less severe in condition and usually refer to the following:

CARPENTRY:

- Door locks jammed or doors won't lock
- Broken glass or burglary damages
- Railings or steps broken and hazardous
- Leaking roof causing interior damages

PAINTING:

- Obscene and extensive graffiti
- Slippery sidewalk/steps

SUPPORT:

- Weld broken gate hinges
- Concrete sidewalk tripping hazard
- Tree branches falling down

**Further examples of Urgent Emergency Conditions:
(Usually can be abated by the school custodian)**

- *Burned out light ballasts which do not significantly reduce lighting levels.*
- *Circuit breaker trips which can be reset by removing the overload appliance.*
- *One or more clogged or leaking toilets can be closed off when bathrooms have multiple fixtures.*
- *Broken faucets can be valved off.*
- *Broken windows can be boarded up.*

**IF YOU HAVE ANY DOUBTS OR CONCERNS WHETHER A REPAIR IS
CRITICAL OR URGENT, CALL CENTRAL SERVICES DIVISION ON
YOUR ISLAND FOR FURTHER INFORMATION.**

WHAT IS A MINOR REPAIR?

Minor repairs of a non-emergency nature are routinely scheduled and performed by CSD trades crews in accordance with the priorities determined by the schools.

EXAMPLES OF MINOR REPAIRS

CA – Carpentry

- *Repair termite damaged wood*
- *Repair broken louver/handles, floor and ceiling tiles*
- *Install and repair shelving*

PA – Painting

- *Restriping parking lot stalls*
- *Repainting bathrooms*
- *Repaint chalkboard*

EL – Electrical

- *Replace ballasts/light fixtures*
- *Repair outlets/switches*
- *Replace ceiling fans*

PL – Plumbing

- *Repair leaking faucets/valves*
- *Replace sinks/toilets*
- *Replace toilet seats*
- *Repair broken drinking fountains*

WHAT IS A MAJOR REPAIR?

Major repairs are performed by contractor or by CSD trades crews in accordance with the priorities determined by the schools. Typically, projects cost between \$5,000 to \$500,000.

EXAMPLES OF MAJOR REPAIRS

DAGS – Central Services Division has 9 categories of major repairs. These are as follows:

1. Reroofing
2. Exterior Painting
3. Interior Painting
4. Termite Treatment Ground
5. Termite Treatment Tent
6. Resurfacing parking and playcourts
7. Air Conditioning changeout
8. Recarpeting
9. Other – renovation of classrooms/restrooms, major carpentry, plumbing, electrical upgrades, replace classroom light fixtures, replace water/sewer lines, replace stadium lights/bleachers, replace kitchen floor, grease-traps, and lockers.

PART V: DOE ISSUED MEMOS

DOE Memos (Introduction)

Dated

Repair and Maintenance (R&M) Program (Requests for BJ2A Forms).....	8/24/99
Repair and Maintenance (R&M) Program (Major R&M Program Project Prioritization Meetings and School Campus Visitations for FY 2000-2001).....	9/16/99
Example of Prioritization Schedule.....	all islands
Prioritization of BJ2A Requests.....	9/23/99
Volunteer Service Projects.....	6/19/84
1999-2000 School Level Minor R&M Program Accounts.....	8/2/99
Allocation of Repair and Maintenance Funding to School Facilities (KMPG 9/96).....	9/96

Memos for Oahu only:

Procedures for Telephone Emergency Repairs and Non-Critical (Urgent) Emergency Repairs.....	10/13/97
Minor Repair and Maintenance to be Performed by School Custodians.....	7/7/98
R&M Emergency Response, After Hours, Weekends, and Holidays on Oahu.....	Draft 11/16/98
Repair and Maintenance Form Revisions.....	3/5/99

DEPARTMENT OF EDUCATION IMPORTANT MEMOS

The following memos provide additional information on the R&M process. In some cases, the memo reflects policy decisions or guidelines. Each school should maintain and update this section as new memos are issued. For further information or questions, please contact the Specialist assigned to your school district through the DOE Operations and Maintenance Office at 586-3456.



AUG 23 1999


PAUL G. LEMAHIEU, Ph.D.
SUPERINTENDENT

STATE OF HAWAII
DEPARTMENT OF EDUCATION
P.O. BOX 2360
HONOLULU, HAWAII 96804

OFFICE OF BUSINESS SERVICES

August 24, 1999

MEMO TO: All School Principals

F R O M: 
Lester H. T. Chuck, Director
Facilities and Support Services Branch

SUBJECT: Repair and Maintenance (R&M) Program (Request for BJ2A Forms)

The Department of Education will be scheduling major R&M prioritization visitations to each school in the district during the months of October through December, 1999. The early scheduling of such visitations will provide Public Works Division, DAGS, with ample time to initiate and process the majority of our prioritized major R&M projects.

In order to prepare our major repair and maintenance program budget, we need to develop an updated prioritized listing of major R&M (BJ2A) projects with input from the schools, DAGS, and the Operations and Maintenance Section. Each school is asked to submit new BJ2A requests to Central Services Division (CSD), DAGS by September 17, 1999, so they may be added to the existing list that will be used to determine each school's priorities during the visitations.

Because of the uncertainty of funding that will be made available by the Legislature for R&M for the 2000-2001 school year, the criteria used for selection of projects will be based on the following:

- 1) Health and safety,
- 2) Conditions that might threaten the integrity of the facilities; followed by,
- 3) Preventive maintenance concerns.

All School Principals

Page 2

August 24, 1999

~~In order to provide for the most meaningful R&M visitation, the presence and assistance of each school principal would be greatly appreciated.~~ Should there be questions or concerns, please contact Mr. Roy Tsumoto or Mr. Randal Tanaka of the Operations and Maintenance Section at 586-3456 or by lotus notes at Roy Tsumoto/OPMAIN/HIDOE or Randal Tanaka/OPMAIN/HIDOE.

LHTC:gp

- c: District Superintendents
 - J. Richardson, CSD Chief, DAGS
 - S. Takamoto, Hawaii District Chief Engineer, DAGS
 - D. Victor, Maui District Chief Engineer, DAGS
 - S. Doi, Kauai District Chief Engineer, DAGS



STATE OF HAWAII
DEPARTMENT OF EDUCATION
P.O. BOX 2380
HONOLULU, HAWAII 96804

OFFICE OF BUSINESS SERVICES

September 16, 1999

MEMO TO: School Principals

F R O M: *Lester H. T. Chuck*
Lester H. T. Chuck, Director
Facilities and Support Services Branch

SUBJECT: Repair and Maintenance (R&M) Program
Major R&M Program Project Prioritization Meetings
and School Campus Visitations for FY 2000 - 2001

The Department of Education has scheduled major R&M prioritization visitations at each school during the months of October through December, 1999.

Prior to our visitation, each school will need to prepare and submit its priority list from the most recent FC Report 800A-Unfunded Projects (to be sent to schools in late September). This will allow the visiting team to review the priorities prior to the specific visitation schedule and allow enough time to walk the campus.

The Special R&M funds will be allocated utilizing past procedures. Study the unfunded (backlog) list of projects and determine which projects are of an urgent nature. The total amount will be allotted to each district based on enrollment and age weighted square footage, with projects awarded to the schools using guidelines listed below.

Priority should be given to projects in the following order:

1. Health and safety concerns,
2. Conditions that might threaten the integrity of the facilities, and
3. Preventive maintenance.

In addition, serious consideration to projects listed as district Priority 001 (see 3rd column of FC Report 800A), School Inspection Program concerns (see Quality Evaluation Summary Reports), and Fire Inspection Program concerns (see Fire Inspection Reports).

Following is the tentative schedule for R&M visitations:

R&M Prioritization Visitation Schedule

Maui	October 13, 14, 15, 18, 21, 22, & 27	R. Tsumoto
Central	October ¹⁴ 13 , 15, 18, 19, 20, & 22	R. Tanaka
Windward	October ¹⁴ 13 , 25, 26, 27, 28, & 29	R. Tanaka
Leeward	October 28, 29, November 1, 2, 3, & 5	R. Tsumoto
Hawaii	November 2, 3, 4, 5, 9, & 10	R. Tanaka
Honolulu	November 8, 10, ¹² 15 , 17 18, 22, 24, 29, & 30	R Tsumoto
Kauai	December 1, 2, & 7	R. Tsumoto

IN ORDER TO PROVIDE FOR THE MOST MEANINGFUL R&M VISITATION, THE PRESENCE AND ASSISTANCE OF EACH SCHOOL PRINCIPAL WOULD BE GREATLY APPRECIATED. Should there be questions or concerns, please contact Mr. Roy Tsumoto or Mr. Randal Tanaka of the Operations and Maintenance Section at 586-3456 or via lotus notes at Roy Tsumoto/OPMAIN/HIDOE or Randal Tanaka/OPMAIN/HIDOE.

LHTC:RJT:mms

Attachments

c: A. Suga, Acting Assistant Superintendent
District Superintendents
J. Richardson, CSD Chief, DAGS
S. Takamoto, Hawaii District Chief Engineer, DAGS
D. Victor, Maui District Chief Engineer, DAGS
S. Doi, Kauai District Chief Engineer, DAGS

**MAUI DISTRICT
PRIORITIZATION SCHEDULE**

DATE	SCHOOL	START TIME AT FIRST SCHOOL	REASON	VISITATION TEAM
13-Oct-99 Wednesday	Haiku Elementary Paia Elementary Makawao Elementary Kalama Intermediate Kula Elementary King Kekaulike High Pukalani Elementary Paia Elementary	8:30 a. m.	Prioritization	Roy Tsumoto David Victor
14-Oct-99 Thursday	Puunene Elementary Kahului Elementary Maui High Maui Waena Intermediate Lihikai Elementary	8:30 a. m.	Prioritization	Roy Tsumoto David Victor
15-Oct-99 Friday	Lanai High & Elementary	To be announced	Prioritization	Roy Tsumoto David Victor
18-Oct-99 Monday	Lahainaluna High Lahaina Intermediate Princess Nahienaena School King Kamehameha III School Kihei Elementary Lokelani Intermediate	8:30 a. m.	Prioritization	Roy Tsumoto David Victor
21-Oct-99 Thursday	Baldwin High Waihee Elementary Iao Intermediate Wailuku Elementary Maui Community School for Adults Kamalii Elementary	8:30 a. m.	Prioritization	Roy Tsumoto David Victor
22-Oct-99 Friday	Kilohana Elementary Kaunakakai Elementary Kualapuu Elementary Molokai High & Intermediate Maunaloa Elementary	9:30 a.m.	Prioritization	Roy Tsumoto David Victor
27-Oct-99 Wednesday	Hana High & Elementary Keanae Elementary	10:30 a. m.	Prioritization	Roy Tsumoto David Victor

**CENTRAL DISTRICT
PRIORITIZATION SCHEDULE**

DATE	SCHOOL	START TIME AT FIRST SCHOOL	REASON	VISITATION TEAM
14-Oct-99 13-Oct-99 Wednesday Thursday Schedule change requested by Rep. Marcus Oshiro	Sunset Beach Elementary * Haleiwa Elementary Waialua Elementary Waialua High Helemano Elementary Hale Kula Elementary Solomon Elementary	8:00 a. m.	Prioritization	Randal Tanaka Daniel Oishi
15-Oct-99 Friday	Wheeler Elementary Wheeler Intermediate Kaala Elementary Wahiawa Store Front Wahiawa Elementary Iliahi Elementary Leilehua High Wahiawa Intermediate	8:30 a. m.	Prioritization	Randal Tanaka Daniel Oishi
18-Oct-99 Monday	Milliani Mauka Elementary Kipapa Elementary Milliani Waena Elementary Milliani Middle Milliani High Milliani Uka Elementary Waimalu Elementary	8:30 a. m.	Prioritization	Randal Tanaka Daniel Oishi
19-Oct-99 Tuesday	Pearl Ridge Elementary Alvah Scott Elementary Aiea High Aiea Intermediate Webbing Elementary Aiea Elementary Red Hill Elementary	8:30 a. m.	Prioritization	Randal Tanaka Daniel Oishi
20-Oct-99 Wednesday	Salt Lake Elementary Moanalua High Shafter Elementary Makalapa Elementary Radford High Pearl Harbor Kai Elementary Hickam Elementary	8:30 a. m.	Prioritization	Randal Tanaka Daniel Oishi
22-Oct-99 Friday	Mokulele Elementary Nimitz Elementary Pearl Harbor Elementary Aliamanu Intermediate Aliamanu Elementary Moanalua Elementary Moanalua Middle	8:30 a. m.	Prioritization	Randal Tanaka Daniel Oishi

* FOR R&M-CENTRAL DISTRICT

**WINDWARD DISTRICT
PRIORITIZATION SCHEDULE**

DATE	SCHOOL	START TIME AT FIRST SCHOOL	REASON	VISITATION TEAM
14 18-Oct-99 Monday	Sunset Beach Elementary	8:00 a.m.	Prioritization	Randal Tanaka Daniel Oishi
25-Oct-99 Monday	Kahuku Elementary* Kahuku High & Intermediate Laie Elementary Hauula Elementary Kaaawa Elementary Walahole Elementary Kahaluu Elementary	8:30 a.m.	Prioritization	Randal Tanaka Scot Sueoka
26-Oct-99 Tuesday	Ahuimanu Elementary King Intermediate Heeia Elementary Benjamin Parker Elementary Puohala Elementary Castle High Kaneohe Elementary Kapunahala Elementary	8:30 a.m.	Prioritization	Randal Tanaka Scot Sueoka
27-Oct-99 Wednesday	Kailua Elementary Kailua Intermediate Kainalu Elementary Aikahi Elementary Mokapu Elementary Kalaheo High	8:30 a.m.	Prioritization	Randal Tanaka Mel Fong
28-Oct-99 Thursday	Enchanted Lake Elementary Lanikai Elementary Keolu Elementary Kaelepulu Elementary Olomana School Kailua High	8:30 a.m.	Prioritization	Randal Tanaka Mel Fong
29-Oct-99 Friday	Pope Elementary Waimanalo Elementary/Inter. Maunawili Elementary	8:30 a.m.	Prioritization	Randal Tanaka Mel Fong

**LEEWARD DISTRICT
PRIORITIZATION SCHEDULE**

DATE	SCHOOL	START TIME AT FIRST SCHOOL	REASON	VISITATION TEAM
28-Oct-99 Thursday	Makaha Elementary Waianae High Kamaile Elementary Waianae Intermediate Waianae Elementary Leihoku Elementary Mailli Elementary	8:30 a. m.	Prioritization	Roy Tsumoto Mel Yamauchi
29-Oct-99 Friday	Nanakuli High & Intermediate Nanakuli Elementary Nanaikapono Elementary Mauka Lani Elementary Makakilo Elementary Kapolei Elementary Barber's Point Elementary	8:30 a. m.	Prioritization	Roy Tsumoto Mel Yamauchi
1-Nov-99 Monday	Ewa Elementary Ewa Beach Elementary Ilima Intermediate Pohakea Elementary Iroquois Point Elementary Campbell High Kaimiloa Elementary	8:30 a. m.	Prioritization	Roy Tsumoto Mel Yamauchi
2-Nov-99 Tuesday	Holomua Elementary Kalelopuu Elementary Waikale Elementary Honowai Elementary Waipahu Elementary Waipahu Intermediate	8:30 a. m.	Prioritization	Roy Tsumoto Mel Yamauchi
3-Nov-99 Wednesday	Waipahu High Leeward District Office August Ahrens Elementary Kanoelani Elementary Lehua Elementary Pearl City Elementary Pearl City Highlands Elementary	8:30 a. m.	Prioritization	Roy Tsumoto Mel Yamauchi
5-Nov-99 Friday	Manana Elementary Palisades Elementary Waiau Elementary Highlands Intermediate Momiiani Elementary Pearl City High	8:30 a. m.	Prioritization	Roy Tsumoto Mel Yamauchi

**HAWAII DISTRICT
PRIORITIZATION SCHEDULE**

DATE	SCHOOL	START TIME AT FIRST SCHOOL	REASON	VISITATION TEAM
2-Nov-99 Tuesday	Paaulo Elementary & Intermediate Honoka'a Elementary Honoka'a High & Intermediate Waimea Elementary & Intermediate. Halaula Annex Kohala High & Middle Kohala Elementary Waikoloa Elementary	8:30 a.m.	Prioritization	Randal Tanaka Glen Okada
3-Nov-99 Wednesday	Kealakehe High Kealakehe Elementary Kealakehe Intermediate Kāhakai Elementary Holualoa Elementary Konawaena High Konawaena Middle Konawaena Elementary	8:30 a.m.	Prioritization	Randal Tanaka Glen Okada
4-Nov-99 Thursday	Honaunau Elementary & Intermediate Ho'okena Elementary & Intermediate Na'alehu Elementary & Intermediate Ka'u High & Pahala Elementary KOEK (Kilauea Outdoor Educational Center)	8:30 a.m.	Prioritization	Randal Tanaka Glen Okada
5-Nov-99 Friday	Pahoa High & Intermediate Pahoa Elementary Keonapoko Elementary Mt. View Elementary Keaau Middle Keaau Elementary Keaau High School	8:30 a.m.	Prioritization	Randal Tanaka Glen Okada
9-Nov-99 Tuesday	Laupahoehoe High & Elementary Kalaniana'ole Elementary & Intermediate Ha'aheo Elementary Hilo Union Elementary Hilo Intermediate Hilo High Hilo Annex	8:30 a.m.	Prioritization	Randal Tanaka Glen Okada
10-Nov-99 Wednesday	Keaukaha Elementary Kapiolani Elementary Waiakea High Waiakea Intermediate Waiakea Elementary Waiakeawaena Elementary De Silva Elementary Kaumana Elementary	8:30 a.m.	Prioritization	Randal Tanaka Glen Okada

**HONOLULU DISTRICT
PRIORITIZATION SCHEDULE**

DATE	SCHOOL	START TIME AT FIRST SCHOOL	REASON	VISITATION TEAM
8-Nov-99 Monday	Jefferson Elementary Waikiki Elementary SCSHVI (HSDB) Ala Wai Elementary Kaimuki High	8:30 a.m.	Prioritization	Roy Tsumoto Mel Fong
10-Nov-99 Wednesday	Manoa Elementary Noelani Elementary Hokulani Elementary Kuhio Elementary Lunalilo Elementary Washington Middle	9:30 a.m.	Prioritization	Roy Tsumoto Mel Fong
12-Nov-99 15-Nov-99 Monday Friday	Liholiho Elementary Liliuokalani Elementary Aliiolani Elementary Palolo Elementary Anuenue Elementary Jarrett Middle	8:30 a.m.	Prioritization	Roy Tsumoto Mel Fong
17-Nov-99 Wednesday	Kaimuki Middle Pohukaina Elementary Wilson Elem./HDO Kahala Elementary Waialae Elementary Kalani High	8:30 a.m.	Prioritization	Roy Tsumoto Mel Fong
18-Nov-99 Thursday	Aina Haina Elementary Wailupe Valley Elementary Niu Valley Middle Koko Head Elementary Hahaione Elementary Kamiloiki Elementary Kaiser High	9:30 a.m.	Prioritization	Roy Tsumoto Mel Fong
22-Nov-99 Monday	Kalihi Uka Elementary Kalihi Elementary Kaewai Elementary Dole Middle Fern Elementary Linapuni Elementary Kalihi Waena Elementary Kapalama Elementary	8:30 a.m.	Prioritization	Roy Tsumoto Scot Sueoka

**HONOLULU DISTRICT
PRIORITIZATION SCHEDULE**

DATE	SCHOOL	START TIME AT FIRST SCHOOL	REASON	VISITATION TEAM
24-Nov-99 Wednesday	Farrington High Likelike Elementary Lanakila Elementary Pauoa Elementary Kalakaua Middle Kalihi Kai Elementary Puuhale Elementary	8:30 a.m.	Prioritization	Roy Tsumoto Scot Sueoka
29-Nov-99 Monday	Kaiulani Elementary Kauluwela Elementary Central Middle Royal Elementary Nuuanu Elementary Kawananakoa Middle Maemae Elementary	8:30 a.m.	Prioritization	Roy Tsumoto Scot Sueoka
30-Nov-99 Tuesday	Kaahumanu Elementary Roosevelt High Lincoln Elementary Stevenson Middle McKinley High McKinley Community School	9:30 a.m.	Prioritization	Roy Tsumoto Scot Sueoka

**KAUAI DISTRICT
PRIORITIZATION SCHEDULE**

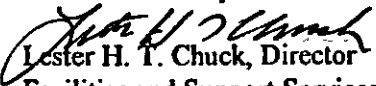
DATE	SCHOOL	START TIME AT FIRST SCHOOL	REASON	VISITATION TEAM
1-Dec-99 Wednesday	Hanalei Elementary Kilauea Elementary Kapa'a Elementary Kapa'a High Kapaa Middle	9:30 a. m.	Prioritization	Roy Tsumoto Ryan Nishikawa
2-Dec-99 Thursday	Kekaha Elementary School Waimea Canyon School Waimea High Eleele Elementary Kalaheo Elementary	9:30 a. m.	Prioritization	Roy Tsumoto Ryan Nishikawa
7-Dec-99 Tuesday	Koloa Elementary Wilcox Elementary King Kaumualii Elementary Kauai High & Intermediate	9:30 a. m.	Prioritization	Roy Tsumoto Ryan Nishikawa



STATE OF HAWAII
DEPARTMENT OF EDUCATION
P.O. BOX 2360
HONOLULU, HAWAII 96804

OFFICE OF BUSINESS SERVICES

September 23, 1999

MEMO TO: All School Principals
F R O M: 
Lester H. I. Chuck, Director
Facilities and Support Services Branch

SUBJECT: Prioritization of BJ2A Requests

Attached is the most recent FC Report 800A - Unfunded Projects. Schools are requested to prioritize and send a copy of the prioritized list to the Operations and Maintenance Section, OBS, by October 4, 1999. This list will be used during the scheduled prioritization meeting with the schools.

Schools are asked to prioritize up to ten R&M projects.

Priority should be given to projects that are:

1. Health and safety concerns;
2. Conditions that might threaten the integrity of the facilities; followed by,
3. Preventive maintenance concerns.

In addition, serious consideration should be given to projects listed as District Priority 001 (see third column of FC Report 800A), School Inspection Program concerns (see Quality Evaluation Summary Reports), and Fire Inspection Program concerns (see Fire Inspection Reports).

This year, our state legislators have been invited to participate in our prioritization meetings. Because of this, it is very important that the school's principal or designated representative be present and ready with priorities at the R&M prioritization meeting (see September 16, 1999 memo for visitation schedule).

Should there be any questions or concerns, please call Mr. Roy Tsumoto or Mr. Randal Tanaka of the Operations and Maintenance Section at 586-3456 or correspond through Lotus Notes at Roy Tsumoto/OPMAIN/HIDOE or Randal Tanaka/OPMAIN/HIDOE.

LHTC:RJT:mms

Attachments

cc: OBS
J. Richardson, C/S-DAGS
Dist. Supts.



STATE OF HAWAII
DEPARTMENT OF EDUCATION

P. O. BOX 2360
HONOLULU, HAWAII 96804

OBS/FB PROCEDURES NO. 13

June 19, 1984

OFFICE OF THE SUPERINTENDENT

MEMO TO: District Superintendents and Principals
F R O M: *Francis M. Hatanaka*
Francis M. Hatanaka, Acting Superintendent
SUBJECT: volunteer Service Projects
Re: Facilities and Grounds Only

May I request your assistance and cooperation in following these guidelines when considering a service project for your school. The Volunteer Service Program is guided by H.R.S. Chapter 90 - State Policy on the Use of Volunteers. Although volunteer services are encouraged, concerns of liability and scope of projects are always factors which must be considered. The following guidelines and procedures are established to properly monitor and file for volunteer Projects:

A. OBJECTIVE

To encourage and establish an effective volunteer program in your school, utilizing the time and energy of the spirited citizens of your school and community.

B. GUIDELINES

1. That volunteers supplement but do not compete with nor supplant paid jobs. Volunteer services should not displace paid employees.
2. The maximum allowable is \$250.00 per project for material and supplies. Schools should not split or attempt to complete a large project by phasing it in smaller increments.
3. Projects should not be in conflict nor violate the Uniform Building Code of the counties. Volunteers with industrial job skills should not be requested to violate their own association or union rules and regulations.

District Supts and Principals
Re: Volunteer Service Projects

June 19, 1984
Page 2

4. That projects do not entail use of special equipment or constructed devices which may cause a hazardous situation affecting the safety of the volunteers.

C. PROCEDURES: For review and approval of a facilities/grounds related project

1. School to complete information requested on Form No. 1, Volunteer Service Project and submit it to the district office for review and approval.
2. District will review; and if within guidelines, approve and return same to the requesting school. (District office reviewer should discuss the project and details with their DAGS' district manager or engineer to confirm that the project is not hazardous or beyond the scope of volunteers.)
3. District to transmit two copies of all project requests to the Office of Business Services, Facilities Branch, for their information and files. One copy will be transmitted to the Office of Personnel Services for their annual report to the Governor's Office.
4. Projects of a questionable nature may be transmitted to the Office of Business Services, Facilities Branch, for review. Investigation and any appropriate decision will be final.
5. The project request should be submitted to the District Superintendent's office at least 30 days prior to the start date for proper review and action.

NOTE: In the event that a project is a minor improvement or renovation to any existing facility, the school must also follow OBS/FB Procedures No. 5 "Minor Improvements and Renovations with Funds Other than CIP or R&M", which is contained in Volume III, Office of Business Services' Handbook.

Your adherence to this procedure is requested. Questions relating to this program area should be referred to your respective district or the Office of Business Services, Facilities Branch.

FMH-TMN:th

Attachment

cc Assist. Supts
Mr. Dexter Suzuki, Statewide Volunteer Services
Office of the Governor

FORM NO. 1
6/84

VOLUNTEER SERVICE PROJECT FORM

Facilities and Grounds Only

School: _____

Date: _____

Principal: _____

District: _____

Project Supervisor: _____

Tel. No.: _____

Description of Project: _____

Construction trade(s) affected: Painting____ Electrical____ Plumbing____
Carpentry____ Masonry____ Others____

Designation of building(s) or campus location: _____

Estimated Cost of Project: \$ _____

APPROVED/DISAPPROVED

District Superintendent or Representative

- Note: 1. School to maintain listing of volunteers for project.
2. Central Services Division, DAGS, may assist by providing \$250.00 per. school/per year for projects.

Form VS-1

VOLUNTEER SERVICE PROJECT
REPORT OF PROJECT COMPLETION

School _____

Description of Project _____

Name of Organization Responsible _____

Title _____

Number of Volunteers _____ Total Service Hours _____

Volunteers - Names

Volunteer Hours

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

9. _____

10. _____

If space to list names is insufficient, use a separate sheet.

DATE PROJECT STARTED _____

DATE PROJECT COMPLETED _____

PROJECT INSPECTED BY _____

TOTAL COST OF PROJECT \$ _____

Report Prepared by _____ Date _____




STATE OF HAWAII
DEPARTMENT OF EDUCATION
P.O. BOX 2360
HONOLULU, HAWAII 96804

OFFICE OF BUSINESS SERVICES

August 2, 1999

MEMO TO: Principals

F R O M: 
Lester H. T. Chuck, Director
Facilities and Support Services Branch

SUBJECT: 1999 - 2000 School Level Minor R & M Program Accounts

Attached is the OBS Form 1 for School Level Minor R & M. Please record your expenditures on this form during the school year and fax to 586-3468 or send to the Operations and Maintenance Section by June 1, 2000.

Information on the allotment, policies and procedures for School Level Minor R&M can be accessed on Lotus Notes.

STEPS TO FOLLOW

1. Open Lotus Notes
2. Open "file" and click on "Open Database"
3. Click on "LILI NOTES/ROOT SERVER/HIDOE" (or your own server name)
4. Click "OPEN"
5. Double click on "STATE"
6. Double click on "BUDGET"
7. Double click on "ALLOC"
8. Click on "DOE Budget Alloc. Details FY 2000"
9. Click on "Repairs & Maintenance of Schools 37662"
10. Click on "Allocation Details"
11. Click on "O.K. for the message "Unable to verify signature in section field"

If you have any questions, please call Mr. Roy Tsmoto or Mr Randal Tanaka at 586-3456 or via Lotus Notes at Roy Tsumoto/OPMAIN/HIDOE or Randal Tanaka/OPMAIN/HIDOE.

LHTC:RJT:mms

Attachment

cc: OBS
Dist .Supts.

SCHOOL LEVEL

Due at O & M: JUNE 1, 2000

Additional Comments:

**SEND TO: OPERATIONS/MAINT.
OR FAX TO: 586-3468**

Allocation #: 265

APPROVED:

Superintendent

08/13/99

Date

REPAIRS AND MAINTENANCE OF SCHOOLS, 37662

Program Manager: Bert Yamamoto

1. Legal Provision

The General Appropriations Act 91, SLH 1999

2. Resources Provided

a. Funding

G

Apprn: 040

b. Character of Expenditure

Permanent FTE: 0.00

Temporary FTE: 0.00

		General	Federal	Special
A	Personal Services	\$0	\$0	\$0
A1	Other Personal Services	\$0	\$0	\$0
B	Other Current Expenses	\$930,184	\$0	\$0
C	Equipment	\$0	\$0	\$0
M	Motor Vehicles	\$0	\$0	\$0
	Total	\$930,184	\$0	\$0
	Total Allocation	\$930,184		

B. ALLOCATION PROPOSAL

REPAIRS AND MAINTENANCE OF SCHOOLS, 37662

1. Purpose

To establish school-level minor repair and maintenance accounts, not to exceed \$3,705 for 22 public schools and \$3,706 for 229 public schools, to be administered by each schools' principal.

2. Rationale for Allocation

\$930,184 is being allocated for fiscal year 1999-2000 to be distributed in the sum of \$81,510 for 22 public schools and \$848,674 for 229 public schools for minor repairs and maintenance.

3. Guidelines for Implementation

The intent of this program is to assist the school in addressing their minor repair and maintenance needs. A repair and maintenance project is defined as expenditures necessary for the repair and maintenance of an existing item/fixture. The project may be initiated for preventative or routine maintenance, or to preserve or restore an existing facility to good condition.

4. Allocation of Resources

The intent of this program is to assist the school in addressing their minor repair and maintenance needs. A repair and maintenance project is defined as expenditures necessary for the repair and maintenance of an existing item/fixture. The project may be initiated for preventative or routine maintenance, or to preserve or restore an existing facility to good condition.

The funds shall not be used for personnel costs, improvements, or any other purpose not related to the repair and maintenance of the facilities (such as the purchase of technology equipment, supplies, conduits, infrastructure improvements, lawn mowers, copying machines, vacuum cleaners, telephone installation and repairs, service contracts, electricity, etc.)

In contrast, a CIP project is defined as expenditures to improve, renovate or add something new to a facility. The intent of the project may be either to provide new facilities or to increase the value of an existing fixed asset by increasing its capacity, efficiency, or extending the original useful life.

Sample R & M concerns to existing facilities which may be addressed through this program might include:

A. Grounds

1) Tree trimming/removal/planting (due to the liability factor, the school must hire a licensed tree trimmer)

2) Cleaning of brush/overgrowth and hauling of debris

3) Repair to sidewalks/retaining walls (repair to walls greater than 18 inches will require a building permit.

- 4) Repair concrete planters, benches and tables.
- 5) Cleaning of ditch/drainage pipes/culverts.
- 6) Repair/replacement of equipment.
- 7) Repair/replacement of athletic field apparatus (goal posts, scoreboard, board jump pit, track, etc.)
- 8) Repair of sprinkler system.
- 9) Purchase and delivery of top soil, sand, and crushed rock.

B. Buildings

- 1) Purchase trade supplies (material that the custodian will use to do repair work)
- 2) R & M or replacement of existing and authorized ceiling fans and air conditioning per the Educational Specifications.
- 3) Repair/replacement of electrical outlets.
- 4) Repair/replacement of plumbing fixtures.
- 5) Re-keying of locks, cutting of keys.
- 6) Touch-up painting of exterior/interior.
- 7) New/replacement of informational/directional signs.
- 8) Repair/replacement of carpeting.
- 9) Replacement of drapery/blinds, curtains.
- 10) Repair of P.A. system.
- 11) Repair/replacement of door locks (no dead bolts)
- 12) Re-stripping of parking lots, playcourts, hopscotch.
- 13) Repair/replacement of jalousies and window glass.
- 14) Repair/replacement of gutters and downspouts.
- 15) Repair/maintenance of gym and/or stadium bleachers.
- 16) Repair of furniture/equipment (file cabinets, desks, lockers, etc.) locks.
- 17) Recombinate for lost keys.

C. Volunteer Projects

- 1) Purchase supplies (paint, brushes, rollers, lumber, etc.) rent dumpsters for campus beautification projects, etc.

D. Items not recommended for schools to handle

- 1) Major electrical outage repairs.
- 2) Water/sewer main breaks.
- 3) Installation of air conditioners (not approved by Education Specifications)
- 4) Major electrical installations or circuit alterations which may overload circuits.
- 5) Installations of new bathroom facilities.
- 6) Fire alarm and program bell system repairs.

E. Tools for custodians performing R & M Work

Each school may utilize a maximum of \$500 from their allocation of the school-level R & M fund to purchase hand tools to do R & M repairs. The school shall be responsible for the inventory of the purchased tools. No power tools equipment shall be purchased with the exception of power drills (cordless, electric).

F. Funding Requirements - the following guidelines must be followed:

1) Costs exceeding \$100 require the use of a licensed contractor in the area of work to be performed - Chapter 444, H.R.S. (See Exhibit 1 upon request).

2) A contract exceeding \$2,000 requires the payment of prevailing wages - Chapter 104, H.R.S. The school must require and maintain a file of the payroll affidavits from the contractor to pay the prevailing wages. The affidavits include the following information on each labor/mechanic.

- a. Name in full.
- b. Home address.
- c. Job classification.
- d. Rate of pay.
- e. Hours worked each day and total hours worked for each work week.
- f. Total overtime earnings.
- g. Total gross earnings.
- h. Total net wages paid and the date paid.

3) For jobs greater than \$2,000 (See Exhibit III, Wages and Hours of Employees on Public Works Law upon request)

4) Non-Bid Status

See Act 296, Section 2. Section 103-23 Item (d), HRS, allows the DOE to acquire minor R & M services up to \$100,000 on a non-bid basis.

G. Code Requirements - all appropriate codes must be followed. Examples of these include:

Building Codes

- 1) County Building Codes
- 2) Plumbing - back flow prevention devices, pipe sizes.
- 3) Electrical - circuit breaker overload, wire sizes.
- 4) Structural - type of construction materials and sizes.
- 5) Permits - Schools will need to procure all the necessary permits for any structural changes.

Other Codes - Health and Safety

- 1) Federal Laws such as AHERA (Example: Asbestos materials such as floor tiles)
- 2) Fire code - (Example: Dead bolts, locks, exit doors)
- 3) DOSH - (Example: Lighting level, ventilation)
- 4) UFAS - (Example: Handicapped accessibility)
- 5) DOH - (Example: Sanitation)

H. Facility Maintenance Service

When contracting a service and using a company, follow the purchase order procedure. When hiring an individual, you must follow the personal services contract procedure.

As a rule, do not contract for services that are already being provided. Currently, these services include:

- 1) Refuse pick-up.
- 2) Grease trap pumping.
- 3) Air conditioning maintenance.
- 4) Elevator maintenance.
- 5) Fire extinguisher service.
- 6) Sewage pump station maintenance.
- 7) Trimming of coconut trees.

I. Emergency Repairs

Schools may follow the existing (Oahu) DAGS - Central Services or (Neighbor Islands) DAGS - District Office Emergency procedures or hire a licensed contractor in these respective areas:

- 1) Fire damages - vandalism.

Recommendation: (Oahu) Contact DAGS - Central Services first, since these type of damages are reimbursable. (Neighbor Islands) Contact DAGS - District Office first, since these types of damages are reimbursable.

2) Storm damages - flooding, high winds, sink holes.

3) Asbestos damages - emergency response action.

Recommendation: (Oahu) Consult with DAGS - Central Services due to the stringent EPA regulations. (Neighbor Islands) Consult with DAGS - District Office due to the stringent EPA regulations.

4) Power outage - transformer leaks and shorted cables.

Recommendation: (Oahu) Follow the DAGS - Central Services Emergency procedures. (Neighbor Islands) Follow the DAGS - Emergency procedures.

5) Water main breaks or major leaks.

Recommendation: (Oahu) Follow the DAGS - Central Services Emergency procedures. (Neighbor Islands) Follow the DAGS - Emergency procedures.

6) Sewer line breaks or stoppage

Recommendation: (Oahu) follow the DAGS - Central Services Emergency procedures. (Neighbor Islands) Follow the DAGS Emergency procedures.

7) Major structural damages - termites, erosion, ground settlement.

Recommendation: (Oahu) Request DAGS - Central Services to survey and provide a recommendation. (Neighbor Island) Request DAGS - District Office to survey and provide a recommendation.

Allocation of Resources

<u>District</u>	<u>No. of Schools</u>	<u>Allocation/School</u>	<u>Total</u>
Honolulu	52	\$3,706	\$192,712
	4	\$3,705	\$ 14,820
(Includes Hawaii School for the Deaf and Blind)			
Central	41	\$3,706	\$151,946
Leeward	40	\$3,706	\$148,240
Windward	23	\$3,706	\$ 85,238
	8	\$3,705	\$ 29,640
Hawaii	24	\$3,706	\$ 88,944
	5	\$3,705	\$ 18,525
Maui	36	\$3,706	\$133,416
	4	\$3,705	\$ 14,820



The Global Leader

***State of Hawaii
Department of Education***

***ALLOCATION OF REPAIR AND
MAINTENANCE FUNDING TO
SCHOOL FACILITIES***

September 1996

**Department of Education
State of Hawaii**

Allocation of R & M Funding To School Facilities

Scope of Work

KPMG is assisting the Department of Education (DOE) in its effort to establish and implement an equitable system of allocating contract repair and maintenance (R&M) funding to individual school facilities. We will facilitate the process of reaching a consensus on the appropriate factors and weighting for each factor to be included in the allocation formula.

Current Allocation Process

The following is a brief summary of the current allocation process for contract R&M funding to individual school facilities:

1. The total annual statewide budget for contract R&M is \$27.5 million.
2. The statewide budget is reduced to accommodate project expenses for on-going projects (i.e., carryover projects, change orders and unanticipated costs) and special needs projects (i.e., Farrington, Baldwin, Lahainaluna, and Aliamanu renovations).
3. An allocation is made to the seven school districts based on the number of schools and enrollment.
4. Guidelines for school prioritization are provided to individual school facilities, which are based on the type of school as follows:
 - Elementary - \$65,000
 - Intermediate - \$130,000
 - High - \$225,000
5. Based on existing backlogs and school priorities, the results of the DAGS Central Services Division's (CSD) school inspections, the annual school visitations (DOE, CSD and school representatives), the fire inspection program, and the school inspection program (SCIP), projects are selected for the current year's program and the initial guidelines discussed above are revised accordingly.

Findings and Observations

The following represents the more significant findings and observations noted during our study that impact the final allocation formula to be used:

1. There is a perception among individual school and SCBM officials that the current allocation process for contract R&M is somewhat arbitrary and may not be equitable. The process involves a high degree of subjectivity on the part of the district superintendent, the business district specialist, and CSD and DOE-Facilities Branch personnel. Further, the monetary guidelines provided to each type of school facility (i.e., elementary, intermediate and high school) for school prioritization is the same irrespective of the enrollment, size or age of the school facility.
2. The current backlog of contract R&M projects exceeds \$230 million. During FY 1995-1996, the DOE allocated \$25.2 million (excluding special needs projects) for contract R&M to 237 public schools statewide.
3. The current backlog is probably understated. CSD has not been able to perform inspections of school facilities because of a lack of resources and inspectors. For example, the neighbor islands do not have CSD inspectors to perform in-depth inspections. Further, on Oahu, one CSD inspector position has remained vacant for approximately a year and, consequently, 1/3 of all schools on Oahu have not been inspected. There is a significant difference between CSD inspections and annual field visitations when it comes to identifying the extent and nature of contract R&M required by school facilities.
4. The DOE does not have a preventive maintenance program in place. We found that private businesses with multiple facilities (i.e., banks, hotels, etc.) typically establish preventive maintenance policies requiring certain R&M to be performed on a cycle basis. For example, all buildings will be painted every five years or all roofs will be replaced every twenty years. Although the DOE and CSD developed a preventive maintenance plan for basic R&M costs in 1993 (which estimated contract R&M requirements to exceed \$30 million each year) and recognize its long-term benefits, it has not been implemented because of the lack of sufficient R&M funding – substantially all available R&M funds must be used for R&M projects based on health and safety concerns. Also, see Finding 2 above.
5. Numerous factors which could be used in the contract R&M allocation formula were identified, including the following:
 - School enrollment
 - Square footage of facilities
 - Age of facilities
 - Type of construction (concrete versus wooden buildings)
 - Location and climate (the extent to which facilities are subject to salt water, rain, termites and graffiti)
 - Extent of R&M project backlog
 - Type of R&M projects required (roofing, painting, air conditioning, etc.)

Recommendations

1. Project expenses for on-going and special needs projects should continue to be identified and deducted from each year's total contract R&M budget, prior to allocation to individual school facilities. Special needs projects should be limited to contract R&M projects that are (1) required for the preservation of building structures and (2) required to prevent life threatening situations which may endanger the lives of students.
2. The DOE should validate the extent and monetary value of its contract R&M backlog. In order to do so, all schools should be subjected to in-depth inspections performed by CSD (currently performed for 2/3 of Oahu schools and no neighbor island schools) to identify the magnitude of required contract R&M. The "revised" backlog should be used as a factor to allocate future contract R&M to individual school facilities, with appropriate weighting based on the urgency of the contract R&M project.
3. The contract R&M allocation formula should continue to be used as initial guidelines for school prioritization. However, R&M funding allocations to individual school facilities should be based on factors (i.e., enrollment, square footage, etc.) attributable to each school. As a result, the current practice of allocating a set amount based on the type of school (i.e., \$65,000 for all elementary schools in the state) should be modified.
4. The final allocation of contract R&M funding to individual school facilities should continue to factor in the annual school visitations and the individual school priorities, taking into account the results of the CSD school inspections, the fire inspection program, and the school inspection program. Although this involves a high degree of judgment, there are no formulas or statistics that can replace the expertise and experience of qualified inspection teams to assess the individual school and statewide R&M requirements. In addition, the DOE and the individual school's priorities should be strongly considered in determining which projects are allocated funding.
5. The DOE should identify major preventive maintenance requirements (i.e., for roof repairs and exterior painting) and estimate related cycle times (i.e., every five years) for each school facility. Although a preventive maintenance program may not be feasible at this time due to limited R&M funding, major preventive maintenance requirements should be monitored and given high priority during the school prioritization process.

6. In light of recommendations 4 and 5 above, the DOE should not attempt to develop a contract R&M allocation formula that is too complex since its purpose is to serve as initial guidelines for school prioritization. The contract R&M allocation formula should include factors that can be objectively determined and clearly correlate to R&M requirements. The following describes our assessment of the factors identified during our study:

- **School enrollment** can be objectively determined and is a good indicator of the facility usage.
- **Square footage** of facilities can be objectively determined and is a good indicator of size of the facility.
- **Age of facilities** can be objectively determined and is a good indicator of condition of the facility.
- **Type of construction** (concrete versus wooden buildings) information is not available for all facilities. This factor has a high correlation with the age of the facilities.
- **Location and climate** (the extent to which facilities are subject to salt water, rain, termites and graffiti) clearly affects the level of contract R&M required; however, there is no objective means of determining which schools are affected and to differentiate the effects on each school.
- **Contract R&M project backlog** should be used in the allocation formula and is a good indicator of the level of contract R&M required; however, an accurate backlog for each facility is not currently available as described in Finding No. 3.
- **Type of R&M projects required** is not easily available and will require subjective determinations. Unlike CIP projects, there are numerous types of projects and numerous variations within each type of project (i.e., air conditioning repair may be required for health and safety reasons or merely for comfort).

Based upon the above assessments, factors used in the contract R&M allocation formula should include enrollment, square footage and age of the individual school facilities. As the contract R&M backlog is validated, it should be included in the allocation formula.

7. **Exhibit A** provides (1) a summary of the enrollment, square footage and age-weighted square footage of school facilities by school district, and (2) the mean (average) and median enrollment, square footage and age-weighted square footage for each type of school.

8. **Exhibit B** provides a summary of contract R&M allocations based on the following factors:

- Enrollment
- Square footage (i)
- Age-weighted square footage (ii)
- Enrollment and square footage (iii)
- Enrollment and age-weighted square footage (iii)

The contract R&M allocations are summarized by school districts and provide the mean and median allocation for each type of school.

(i) Calculated by adding together 100% of building facilities and 25% of non-building facilities (parking lots, fields, etc.) for each school facility. Historically, the number and amount of contract R&M projects related to non-building facilities are far less than those of building facilities.

(ii) Calculated by multiplying the square footage calculated above by a weighting factor as follows:

- | | |
|-----------------------------|---|
| ◆ Less than 15 years old | 1 |
| ◆ 15 to 50 years old | 2 |
| ◆ Greater than 50 years old | 3 |

Based on the life span of building materials, historical experience and observed conditions, major repairs (primarily roof repairs, air conditioning and resurfacing of parking lots) are required as the age of school facilities reaches 12 years to 20 years. Accordingly, 15 years was determined to be a reasonable cut-off point for purposes of weighting the square footage of school facilities.

(iii) Calculated by taking the average of the two factors for each school facility, thus giving equal weighting to each factor in the calculation.

9. **Exhibit C** provides enrollment, square footage and age-weighted square footage data for each school facility. In addition, contract R&M allocations are provided for each school facility based on the same factors described in Exhibit B above.

SUMMARY OF ENROLLMENT, SQUARE FOOTAGE,
AND AGE-WEIGHTED SQUARE FOOTAGE OF
SCHOOL FACILITIES BY SCHOOL DISTRICT

	(1)	(2)	(3)
DISTRICT.	ENROLLMENT	GROSS SQUARE FOOTAGE	AGE-WEIGHTED SQUARE FOOTAGE
HONOLULU	35,154	5,042,405	10,403,806
CENTRAL	36,436	4,280,549	8,263,335
LEEWARD	34,721	3,716,121	6,922,319
WINDWARD	19,994	2,876,116	5,612,421
HAWAII	28,083	3,753,820	7,256,717
MAUI	20,992	2,997,465	5,759,507
KAUAI	11,176	1,194,807	2,275,339
	186,556	23,861,282	46,493,442

Mean (Average) Type of School	ENROLLMENT	GROSS SQUARE FOOTAGE	AGE-WEIGHTED SQUARE FOOTAGE
Elementary	597	65,204	126,121
Intermediate	829	110,083	214,567
High School	1,414	215,745	424,274

Median Value Type of School	ENROLLMENT	GROSS SQUARE FOOTAGE	AGE-WEIGHTED SQUARE FOOTAGE
Elementary	570	61,892	122,526
Intermediate	899	104,094	213,403
High School	1,542	221,556	431,033

Age of Buildings	TOTAL SQUARE FEET OF BUILD TYPE	WEIGHTED TOTAL SQ. FEET OF BUILD
Less than 15 yrs	2,889,751	2,889,751
15 to 50 yrs	19,310,902	38,621,805
Greater than 50 yrs	1,660,629	4,981,886
	23,861,282	46,493,442

SUMMARY OF CONTRACT R&M ALLOCATIONS

DISTRICT:	(1)	(2)	(3)	(4)	(5)	(6)
	ENROLLMENT	GROSS SQ. FOOTAGE	AGE WEIGHTED SQ. FOOTAGE	ENROLLMENT / GROSS SQ. FOOTAGE	ENROLLMENT / AGE WEIGHTED SQ. FOOTAGE	PRIOR YEAR ALLOCATION FY 1995-1996
HONOLULU	\$ 4,750,674	\$ 5,327,625	\$ 5,641,443	\$ 5,039,149	\$ 5,196,059	\$ 5,183,000
CENTRAL	\$ 4,923,922	\$ 4,522,675	\$ 4,480,777	\$ 4,723,298	\$ 4,702,349	\$ 4,762,000
LEEWARD	\$ 4,692,159	\$ 3,926,321	\$ 3,753,614	\$ 4,309,240	\$ 4,222,886	\$ 4,342,000
WINDWARD	\$ 2,701,968	\$ 3,038,801	\$ 3,043,324	\$ 2,870,384	\$ 2,872,646	\$ 3,034,000
HAWAII	\$ 3,795,107	\$ 3,966,152	\$ 3,934,940	\$ 3,880,629	\$ 3,865,024	\$ 3,730,032
MAUI	\$ 2,836,836	\$ 3,167,014	\$ 3,123,081	\$ 3,001,925	\$ 2,979,959	\$ 2,683,221
KAUAI	\$ 1,510,313	\$ 1,262,390	\$ 1,233,798	\$ 1,386,352	\$ 1,372,055	\$ 1,476,725
	\$ 25,210,978	\$ 25,210,978	\$ 25,210,978	\$ 25,210,978	\$ 25,210,978	\$ 25,210,978

* Allocations do not include SPECIAL NEEDS ALLOCATIONS

Mean Allocation Type of School	ENROLLMENT	GROSS SQ. FOOTAGE	AGE WEIGHTED SQ. FOOTAGE	ENROLLMENT / GROSS SQ. FOOTAGE	ENROLLMENT / AGE WEIGHTED SQ. FOOTAGE	PRIOR YEAR ALLOCATION FY 1995-1996
Elementary	\$ 78,044	\$ 68,544	\$ 68,044	\$ 73,294	\$ 73,044	\$ 72,993
Intermediate	\$ 112,023	\$ 116,310	\$ 116,348	\$ 114,166	\$ 114,186	\$ 123,743
High School	\$ 191,066	\$ 227,949	\$ 230,062	\$ 209,508	\$ 210,564	\$ 223,394

Median Allocation Type of School	ENROLLMENT	GROSS SQ. FOOTAGE	AGE WEIGHTED SQ. FOOTAGE	ENROLLMENT / GROSS SQ. FOOTAGE	ENROLLMENT / AGE WEIGHTED SQ. FOOTAGE	PRIOR YEAR ALLOCATION FY 1995-1996
Elementary	\$ 75,678	\$ 65,354	\$ 66,329	\$ 71,506	\$ 71,681	\$ 65,000
Intermediate	\$ 121,490	\$ 109,982	\$ 115,717	\$ 113,855	\$ 113,753	\$ 128,000
High School	\$ 206,384	\$ 234,088	\$ 233,727	\$ 216,148	\$ 223,471	\$ 238,900

PART V: DOE MEMOS FOR OAHU ONLY

Memos for Oahu only:

Procedures for Telephone Emergency Repairs and Non-Critical (Urgent) Emergency Repairs.....	
Minor Repair and Maintenance to be Performed by School Custodians.....	
R&M Emergency Response, After Hours, Weekends, and Holidays on Oahu.....	
Repair and Maintenance Form Revisions.....	



STATE OF HAWAII
DEPARTMENT OF EDUCATION
P.O. BOX 2360
HONOLULU, HAWAII 96804

OFFICE OF BUSINESS SERVICES

October 13, 1997

MEMO TO: All Oahu Principals

F R O M: Lester H.T. *Lester H.T. Clark*
Clark, Director
Facilities and Support Services Branch

SUBJECT: Procedures for Telephone Emergency Repairs and Non-Critical
Emergency Repairs

At the request of Central Services, DAGS, all schools on Oahu are asked to use the attached CSD-710 Form to fax in non-critical emergency repairs. This form will provide the Central Services staff with the necessary information to process and track requests on a timely basis. Accordingly, Central Services is discouraging the use of emergency forms developed by schools. This system will be implemented effective on **October 15, 1997**.

Please note that all urgently needed emergency repairs should continue to be telephoned to the Central Services Division, DAGS office at 831-6731 or 831-6732. The attachment provides the user with information to distinguish between an urgent and non-critical emergency repair. Also covered is information regarding categorizing minor repairs which should be placed on the CSD-501 Form, "Listing of Non-Programmed Repair and Maintenance Tasks."

Should you have any questions or concerns regarding the above, please contact Mr. Roy Tsumoto or Mr. Randal Tanaka of the Operations and Maintenance Section at 586-3456.

LHTC.RJT:gp

Attachment

c: A. Suga, OBS
Oahu District Superintendents
B. Yamamoto, OMS
Central Services, DAGS

PROCEDURES FOR TELEPHONE EMERGENCY REPAIRS

1. Telephone emergency repairs should be called in to Central Services at 831-6731 or 831-6732.
 2. An emergency repair is telephoned in if the repair needs immediate attention and cannot be abated and meets one of the following conditions:
 - a. A repair if not corrected immediately will result in a hazardous situation which will affect the health and welfare of the students, staff or public.
 - b. A repair if not corrected immediately will cause additional damages or waste of resources.
 - c. A repair if not corrected immediately will seriously impact the schools operations and educational program.
 3. Service contract requests such as for air conditioning, rubbish, elevator, grease trap and sump pump should be called in.
 4. Central Services will page the foreman, data enter the request and generate a work order.
 5. See examples of emergency repairs on Attachment A.
-

PROCEDURES FOR NON-CRITICAL EMERGENCY REPAIRS, FAX-IN

1. Non-critical emergency repairs, FAX-IN requests should be typed or legibly handwritten on the FAX-IN form (CSD-710) and faxed to Central Services (CSD) at 831-6750.

Non-critical emergency repairs, FAX-IN, are those that are not emergencies (see above, Procedures For Telephone Emergency Repairs) but are repairs that should be attended to within approximately five working days (the 501 form should be used for cycle maintenance repairs.)
3. When the Non-Critical Emergency Repairs, FAX-IN form (CSD-710) is received, it will then be forwarded to your DAGS-District Manager who will review the form. The District Manager will determine if any of the non-critical emergency repair request(s) will be deferred until the school's next cycle maintenance visit.
4. The FAX-IN form (CSD-710) will then be given to the CSD clerk who will data enter each request.
5. Work orders will be generated for non-critical emergency repairs, FAX-IN, only and submitted to the District Manager.
6. A copy of the FAX-IN form (CSD-710) will be returned (via messenger) to the school. Each non-critical emergency repair request will have a coded number in the "Work order code" block as follows, 1= emergency repair; 2= non-critical emergency repair; 3= 501 type repair, deferred to cycle maintenance. The school should not resubmit the requests coded as "3" on their next 501 because they have already been entered in the computer for the school's prioritization during the pre-team conference.

DAGS - CENTRAL SERVICES DIVISION

NON-CRITICAL EMERGENCY REPAIRS, FAX-IN

SCHOOL: School Name DATE: 5/1/95 Page 1 of 1
 CONTACT PERSON/TITLE Jane Smith/SASA PHONE NO: 555-5555
 DEPT: E DIST: 08 FAC CODE: 101 PROGRAM: M W/O TYPE: B CLASSTYPE: B2
 PRIORITY: E CSD FAX NO: 831-6750 SCHOOL FAX NO: 555-7777

School Request Number	Trade	Location Bldg Code	Room No.	Description of Work (Be Specific)	Cause Code	Work order code
T95-033	EL	H	mauka side of cafe	Rpr electrical outlet, not working	N	2
T95-034	PL	B	105	Rpr leaking faucet, valve has been turned off	VS	2

Work order code: 1= emergency repair

2= non-critical emergency repair

3= 501 type repair,
deferred to cycle
maintenance

INSTRUCTIONS

Complete the top portion with your school name, date, page number, contact person/title, phone no., district code, school facility code and school FAX no.

School Request Number= Use your school request number which begins with T followed by the current 2 digit fiscal year + 3 digit sequence number of request.

Trade= Use appropriate trade code: CA=carpentry; PA=painting; EL=electrical; PL=plumbing; SU=support

Location= Each building has an alpha or numeric code. Please make certain to use the Master plot plan as your reference guide. List applicable room number. If for some reason, the location does not have an alpha or numeric designation, indicate the name of the building/location.

Description of Work= Brief but specific description of work to be done.

Cause Code= Use appropriate cause code: A=accident; F=fire; N=normal wear and tear; S=storm. For vandalism, use VU=unknown; VH=holidays; VN=weekday/night or morning; VS=school hours. VV=school vacation; VW=weekend.

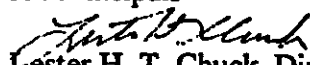


STATE OF HAWAII
DEPARTMENT OF EDUCATION
P.O. BOX 2360
HONOLULU, HAWAII 96804

OFFICE OF BUSINESS SERVICES

July 7, 1998

MEMO TO: All Principals

FROM: 
Lester H. T. Chuck, Director
Facilities and Support Services Branch

SUBJECT: Minor Repair and Maintenance to be Performed by School Custodians

The Department Procedures for Custodial Services as well as the Class Specifications for Custodians II, III, IV, and V state that school custodians are to perform minor repair and maintenance on school buildings in addition to routine cleaning tasks.

The Department of Education, together with representatives from the Department of Accounting and General Services (DAGS) as well as a representative of the United Public Workers, met in an effort to define repair and maintenance tasks that school custodians are expected to perform throughout the normal course of their duties. The result of these meetings is listed below.

While the list may not be all inclusive, it should serve as a guide to schools in determining the scope of duties for school custodians.

CARPENTRY

1. Tighten screws on loose shaky door knobs or handles.
2. Check/tighten loose screws on hinges if door drags or does not close properly.
3. Call locksmith if glue is found in keyhole or door locks.
4. Tighten screws on loose door kick plates.
5. Replace wood/plastic/glass jalousie windows as needed.
6. Repair/replace insect screens as needed.
7. Move top window jalousie (wood/PVC/glass) to bottom for temporary repair if bottom louver is missing/broken.
8. Lubricate locks and hinges periodically.
9. Secure wooden door shut with nails if lock not operating properly.

All Principals

Page 2

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10. Reattach loose louver hardware.
11. Board-up or tape broken windows if necessary.
12. Replace damaged drop-in ceiling tile.
13. Replace wheels on dining room tables.
14. Replace glides on chairs.
15. Cannibalize chairs for parts to repair other chairs.
16. Nail railings and wooden stairs back into position.
17. Rehang signs.
18. Tape ripped carpets.
19. Replace door stops.
20. Replace cabinet door hinges and screws.
21. Any other minor repairs that administrators deem necessary.

PAINTING

1. Paint over graffiti with matching paint.
2. Paint speed bumps, curbs, valve boxes and other devices protruding from the ground.
3. Paint lines for small parking lots.
4. Paint names or numbers assigned to parking spaces.
5. Install stick on non-skid tape (surface must be clean before application of tape.)
6. Paint playground equipment and lines for games such as hopscotch, four-squares, etc.
7. Do touch-up painting with matching paint.
8. Any other minor repairs that administrators deem necessary.

ELECTRICAL

1. Replace fluorescent and standard light bulbs.
2. Tighten/replace screws on cover plates for outlets, switches, etc.
3. Reset/turn-off/turn-on time clocks for night lights, etc.
4. Check electrical panel for tripped breaker. Reset by turning to off position first, then turn on. If breaker doesn't reset and trips again, do not reset. Submit emergency work order.
5. Call Hawaiian Electric trouble call line (548-7311) if there is a major power outage in your area due to downed electrical lines or faulty Hawaiian Electric transformer.
6. Any other minor repairs the administrators deem necessary.

PLUMBING

1. Turn off valve for leaking plumbing fixtures.
2. Replace toilet diaphragm.

All Principals

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3. Replace toilet tank cover.
4. Replace washers in leaking faucets.
5. Check sprinkler system and check sprinkler heads.
6. Locate shut off valves and operate valves to isolate problem areas.
7. Replace shower heads.
8. Use plunger to clear toilets and drains.
9. Repair/replace toilet seats.
11. Adjust flush valves and float system to stop continuously running toilets.
12. Clean/clear gutters and downspouts on single story buildings and accessible multi-story roofs.
13. Any other minor repairs that administrators deem necessary.

As stated earlier, minor repair and maintenance (R&M) tasks that school custodians are required to perform are not limited to the above listing. Should questions or concerns arise, schools are encouraged to contact the Operations and Maintenance Section of the Office of Business Services.

R&M workshops were conducted for head custodians in all districts by Central Services, DAGS. Head custodians were expected to train their subordinates. Should additional training be necessary, Central Services, DAGS, has agreed to provide additional training for school custodians. Such training will be provided at the time Central Services, DAGS, maintenance crews are doing the cycle maintenance at the various school sites. If such additional training is necessary, principals are responsible for assuring that the school's head custodian accompanies the DAGS maintenance crew so the training can be provided.

Should there be any questions regarding this matter, please contact Mr. Bert Yamamoto, Operations and Maintenance Specialist, at 586-3456.

LHTC:BKY:lht

cc: Office of Business Services
District Superintendents
J. Richardson, CSD, DAGS
B. Yamamoto, OMS

November 16, 1998

MEMO TO: All Principals
Honolulu and Leeward District Schools

FROM: Lester H. T. Chuck, Interim Assistant Superintendent
Office of Business Services

SUBJECT: R & M Emergency Response, After Hours, Weekends, and
Holidays on Oahu

The following are R & M emergency response procedures for after hours, weekends, and holidays for school districts on the island of Oahu:

Upon receiving information of an R & M emergency in the school on weekends and holidays, Honolulu and Leeward District school personnel are to call the designated persons, who will in turn contact the proper Central Services, DAGS, person. Designated personnel should be contacted in the following order:

1. Roy Tsumoto at 677-8894 (home), 299-8156 (pager).
2. Randal Tanaka at 834-7814 (home, unlisted), 578-5214 (pager). If unable to contact, call Bert Yamamoto.
3. Bert Yamamoto at 521-1578 (home), 598-5387 (pager). If unable to contact, call Lester Chuck.
4. Lester Chuck at 373-2373 (home). If unable to contact, call the district superintendent.
5. District superintendent. Central Services, DAGS, contact persons' phone numbers will be given to district superintendents and deputies. If unable to contact, call the deputy superintendent.
6. Deputy district superintendent.

Honolulu & Leeward District Principals

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November 16, 1998

If the emergency warrants closure of all or part of the school or if a decision must be made regarding school operations:

1. The Operations and Maintenance Section (OMS) contact person will inform the principal and the district superintendent.
2. The principal will in turn notify the district superintendent. Central Services, DAGS, may call the district superintendent directly if the OMS contact person is not available.
3. If the closing of school is necessary, the "Emergency Procedure for Closing of Schools" should be referred/adhered to which is located in Volume VI of the Office of Business Services Handbook.

Each district will send to OMS, OBS, a listing of the phone numbers and pagers (if available) of the district superintendent and deputy district superintendent.

Each district will also send to OMS, OBS, the phone numbers and pager numbers (if available) of the principal, vice-principal, and custodians to total four names and phone numbers for each school. This is due to OMS by ~~December 18, 1998~~. Updated lists, when personnel changes occur, should be sent on a timely basis.

OCT. 29, 1999

LHTC: BKY: lht

cc: Supt.
Asst. Supts.
Dist. Supts.

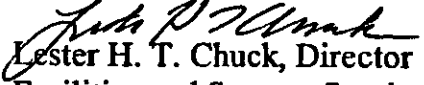


STATE OF HAWAII
DEPARTMENT OF EDUCATION
PO BOX 2360
HONOLULU, HAWAII 96804

OFFICE OF BUSINESS SERVICES

March 5, 1999

MEMO TO: All Oahu Principals and
School Facilities Coordinators on Oahu

F R O M: 
Lester H. T. Chuck, Director
Facilities and Support Services Branch

SUBJECT: Repair and Maintenance Form Revisions

This is to inform you that effective April 15, 1999, a new Form CSD - 710 (Rev. 02/99) attached, will be used for the following work requests:

1. Emergency Work Orders
2. On-site Work Orders
3. Materials & Supplies

Form CSD - 501 (Rev. 9/91) attached, will be used for the following work requests:

1. Cycle Maintenance Work
2. Support Work (Cabinetry, Mason, Laborer, and Welder)

The revised Form CSD - 710 (Rev. 02/99) will SUPERSEDE Form CSD - 710 (4-03-95), Form CSD 505 (8-23-89 Rev.) and the "Request for Repair and Maintenance and Work Order" forms. *Schools are asked to remove these forms from circulation.*

All Oahu Principals and
School Facilities Coordinators on Oahu
Page 2
March 5, 1999

Thank you for your attention to this matter. Should you have any questions or concerns, please call Mr. Roy Tsumoto or Mr. Randal Tanaka of the Operations and Maintenance Section at 586-3456.

LHTC:RJT:mms

Attachments:	New forms to be used:	CSD-710 (Rev. 02/99) CSD-501 (Rev. 09/91)
	<i>Forms to be removed from use:</i>	CSD-710 (Rev. 4/03/95) CSD-505 (Rev. 8/23/89) DAGS Work Order (4 part form)

c: CSD/DAGS
All Oahu District Supts.
OBS

KDO-707

DATE: _____

TIME: _____

KDO - WORK ORDER SYSTEM

**CALL-IN SEQUENCE
TO
DAGS - KAUAI DISTRICT OFFICE
FOR
EMERGENCY SERVICE REQUESTS**

PLEASE GIVE THE FOLLOWING INFORMATION IN THE ORDER NOTED:

NAME OF CALLER: _____

PHONE NO: _____

SCHOOL NAME: _____

SCHOOL CODE: _____

REQUEST NUMBER: _____

DESCRIPTION OF EMERGENCY:

BUILDING NO: _____

DESCRIPTION: _____

CAUSE: _____

INITIAL RESPONDER: _____ DATE: _____

ACTION TAKEN: [] PERMANENT REPAIRS COMPLETED
[] TEMPORARY REPAIRS MADE
[] EMERGENCY CONDITION STILL EXISTS

IF PERMANENT REPAIRS NOT COMPLETED, EXPLAIN WHY AND GIVE
ANTICIPATED DATE WHEN REPAIRS WILL BE COMPLETED: